

FINAL INSPECTION REPORT
Under the *Retirement Homes Act, 2010*

| Inspection Information | |
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| Date of Inspection: March 27, 2015 | Name of Inspector: Rachelle Harber |
| Inspection Type: Compliance Inspection | |
| Licensee: Lakeview Retirement Centre Inc. / 339 Hwy. #8, Stoney Creek, ON L8G 1E7 (the "Licensee") | |
| Retirement Home: Lakeview Retirement Centre / 339 Hwy. #8, Stoney Creek, ON L8G 1E7 (the "home") | |
| Licence Number: S0086 | |

| Purpose of Inspection |
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| The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p>24. (5) The licensee shall,</p> <ul style="list-style-type: none"> (a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency related to, <ul style="list-style-type: none"> (i) loss of essential services, (ii) situations involving a missing resident, (iii) medical emergencies, and (iv) violent outbursts; (c) keep a written record of the testing of the emergency plan and of any changes made to improve the emergency plan. |
| <p>Inspection Finding</p> <p>There is no annual testing of the emergency plan including no written record of the testing of the emergency plan.</p> |
| <p>Outcome</p> <p>Corrective action taken by the Licensee.</p> |
| <p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff Training</p> |

Specifically, the Licensee failed to comply with the following subsections:

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (a) the Residents’ Bill of Rights;
- (b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (c) the protection afforded for whistle-blowing described in subsection 115;
- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;
- (f) fire prevention and safety.

14. (1) For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

Inspection Finding

The Licensee did not ensure that staff received the required training prior to working in the home. Further, there is no evidence to support that staff has received training on the homes complaints procedures.

Outcome

Corrective action taken by the Licensee.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.

Specifically, the Licensee failed to comply with the following subsections:

67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,
(d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section.

15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,
(d) provide that the licensee of the retirement home shall ensure that the resident’s substitute decision-makers, if any, and any other persons specified by the resident,
(i) are notified immediately upon the licensee becoming aware of an alleged, suspected or witnessed incident of abuse or neglect that has resulted in a physical injury or pain to a resident or hat causes distress to a resident that could potentially be detrimental to a resident’s health or well-being.

(e) provide that the licensee of the retirement home shall ensure that the resident and the resident's substitute decision-makers, if any, are notified of the results of an investigation described in clause 67 (e) of the Act immediately upon the completion of the investigation.

Inspection Finding

The home's current written policy to promote zero tolerance of abuse and neglect of residents does not meet the above listed requirements.

Outcome


Corrective action taken by the Licensee.

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (the "RHRA") and the home's Residents' Council, if any.

Section 55 of the RHA requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Public Register, available online at <http://rhra.ca/en/register/>.

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| Signature of Inspector  | Date April 16, 2015 |
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