

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

| Inspection Information   |  |
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| <b>Date of Inspection:</b> February 12, 2015   | <b>Name of Inspector:</b> Georges Gauthier |
| <b>Inspection Type:</b> Routine Inspection   |  |
| <b>Licensee:</b> Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")           |  |
| <b>Retirement Home:</b> The Village of Humber Heights / 2245 Lawrence Avenue, Etobicoke, ON M9P 3W3 (the "home") |  |
| <b>Licence Number:</b> T0131   |  |

| Purpose of Inspection   |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE  |
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| <p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>54. (2)</b> The package of information shall include, at a minimum,<br/>(d) the licensee's procedure for complaints mentioned in subsection 73 (1);</p>  |
| <p><b>Inspection Finding</b></p> <p>The information package did not contain the Licensee's complaint procedure as defined by section 73(1) of the Act.</p>  |
| <p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</p>   |
| <p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>11. (1)</b> For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:</p> <p>3. An explanation of the procedures to be followed in the case of an evacuation.</p> |

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| <p><b>Inspection Finding</b><br/>The listed item was not posted.</p>   |
| <p><b>Outcome</b><br/>Corrective action taken by the Licensee.</p>   |
| <p><b>3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.<br/>The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>24. (5)</b> The licensee shall,</p> <ul style="list-style-type: none"> <li>(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"> <li>(iii) medical emergencies,</li> <li>(iv) violent outbursts;</li> </ul> </li> </ul> <p><b>25. (2)</b> The licensee shall ensure that the development of the emergency plan includes,</p> <ul style="list-style-type: none"> <li>(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;</li> <li>(b) identification of hazards and risks that may give rise to an emergency affecting the home, whether the hazards and risks arise within the home or in the surrounding vicinity or community, and strategies to address those hazards and risks.</li> </ul> <p><b>25. (3)</b> The licensee shall ensure that the emergency plan provides for the following:</p> <ul style="list-style-type: none"> <li>3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.</li> </ul> <p><b>25. (5)</b> The licensee shall ensure that the emergency plan for the retirement home is evaluated and updated at least annually and that the updating includes contact information for the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency.</p> |
| <p><b>Inspection Finding</b><br/>The emergency plan did not address the listed items.</p>  |
| <p><b>Outcome</b><br/>Corrective action scheduled to be completed by the Licensee by 31 May 2015.</p>  |
| <p><b>4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.<br/>The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.<br/>The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.</b></p>  |

Specifically, the Licensee failed to comply with the following subsection(s):

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

- (b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

**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.

**27. (9)** The licensee shall ensure that each staff member who works in the retirement home receives training on how to reduce the incidence of infectious disease transmission, including,

- (a) the need for and method of maintaining proper hand hygiene and method of preventing cross contamination, including proper handling of soiled linens, the protection of uniforms, and the separation of clean and dirty items;
- (b) the need for and process of reporting, providing surveillance of and documenting incidents of infectious illness.

**Inspection Finding**

There was no evidence to show that all staff received the required training for the listed items.

**Outcome**

Corrective action scheduled to be taken by the Licensee by 30 June 2015.

**5. 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 subsection(s):

**15. (3)** The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,

- (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 (5) (e) of the Act immediately upon the completion of the investigation;

**Inspection Finding**

The abuse policy did not address the listed item.

**Outcome**

Corrective action taken by the Licensee.

**6. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

Specifically, the Licensee failed to comply with the following subsection(s):

**59. (1)** Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

**Inspection Finding**

The complaint procedure did not address the listed item.

**Outcome**

Corrective action taken by the Licensee.

**7. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.**

Specifically, the Licensee failed to comply with the following subsection(s):

**30.** If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

- (a) the drugs or other substances are stored in an area or a medication cart that,
  - (i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,

**Inspection Finding**

A fridge used for the storage of medications was not used exclusively for drugs or other substances and for supplies related to drugs or other substances.

**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<br> | Date<br>May 5, 2015 |
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