

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

Inspection Information	
Date of Inspection: July 22, 2015	Name of Inspector: Susan Lines
Inspection Type: Mandatory Reporting Inspection	
Licensee: Genesis Garden Inc. / 1004 Bucksin Way, Ottawa, ON K1C 2B6 (the "Licensee")	
Retirement Home: Le Genesis / 1003 Limoges Road, Limoges, ON K0A 2M0 (the "home")	
Licence Number: N0236	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").


NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>67. (1)</u> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p>Inspection Finding</p> <p>Following an altercation involving verbal abuse, a staff member abused a resident when she pushed the resident who then fell to the ground on July 19, 2015. The incident resulted in the resident experiencing pain and requiring medication for a heart condition. The staff member who abused the resident had not been trained on the home's abuse policy or behaviour management strategy as required. The plan of care for the resident had not been updated to include information about the resident's behaviours as required. The home did not fully implement its Behaviour Management Strategy in response to this incident or the previous incidents involving the resident and staff member. The home's Behaviour Management Strategy and Abuse Policy were not fully compliant with the legislation and had not been updated as required following a prior inspection. Consequently the Licensee failed to protect the resident from abuse from the staff of the retirement home.</p>
<p>Outcome</p> <p>Corrective action scheduled to be taken by the Licensee by September 4, 2015.</p>

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/>

Signature of Inspector 	Date August 24, 2015
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