RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: June 23, 2015	**Name of Inspector:** Michael Hickey
Inspection Type: Complaint Inspection	
Licensee: 1499413 Ontario Inc. / 99 Walford Road, Sudbury, ON P3E 6K3 (the "Licensee")	
Retirement Home: The Walford Thunder Bay / 20 Pine Street, Thunder Bay, ON P7A 5X1 (the "home")	
Licence Number: N0171	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the *Retirement Homes Act, 2010* (the "RHA").

NON-COMPLIANCE
1. The Licensee failed to comply with O. Reg. 166/11, s. 16; Temperature control. Specifically, the Licensee failed to comply with the following subsection(s): **16. (1)** Every licensee of a retirement home shall ensure that there are procedures in place for responding to extreme hot and cold weather conditions, including detailed practices for addressing failures of any temperature control systems in the home. **16. (2)** The licensee shall document the procedures implemented. **16. (3)** Every licensee of a retirement home shall ensure that timely action is taken to deal with extreme temperature changes in the home.
Inspection Finding The Licensee failed to ensure that procedures are in place for responding to hot and cold weather conditions, including detailed procedures for addressing failures of any temperature control systems in the home. Inspection revealed that the Licensee did not create or implement procedures to address extreme hot and cold temperatures reported within the residents' rooms. No monitoring records were found to demonstrate any action taken to confirm temperature extremes were present as reported to the home, and no evidence was found to demonstrate the home ensured timely actions were taken to deal with extreme temperature changes in the home as prescribed. A resident was found to have attended a Landlord and Tenant Board Hearing which resulted in an Order of compliance from the Board's member directing the Licensee to maintain heat as prescribed by the Residential Tenancy Act, 2006.
Outcome Corrective action taken by the Licensee.

2. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.

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

20. (3) The licensee shall implement procedures for each of the following matters and ensure that all staff involved in preparing food receives adequate training in them and are retrained annually:

1. The safe handling and storage of food, including how to maintain food at an appropriate temperature and how to practice good hand hygiene.
2. The safe operation, cleaning and sanitizing of all dishes, utensils and equipment involved in food preparation.
3. The separation of clean and dirty dishes during the service of food.
4. The safe disposal of leftover food.
5. Appropriate cleaning schedules and sanitation practices.

Inspection Finding

Inspection revealed that the Licensee failed to train and to keep prescribed records demonstrating that staff involved in preparing food in the home had received adequate training and are re-trained annually as prescribed.

Outcome

Corrective action scheduled to be taken by the Licensee by August 15, 2015.

3. 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:

4. A response shall be made to the person who made the complaint, indicating,
    i. what the licensee has done to resolve the complaint,
    ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.
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.
2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

(a) the nature of each verbal or written complaint;

(b) the date that the complaint was received;

(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

(d) the final resolution, if any, of the complaint;

(f) any response made in turn by the complainant.

(e) every date on which any response was provided to the complainant and a description of the response;

Inspection Finding

Inspection revealed the Licensee failed to respond and deal with complaints from the residents of the home as prescribed and failed to keep and maintain prescribed records of complaints received.

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/

Signature of Inspector	Date
	September 9, 2015