

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

Inspection Information	
Date of Inspection: August 26, 2015	Name of Inspector: Rachelle Harber
Inspection Type: Routine Inspection	
Licensee: City Housing Hamilton Corporation / 55 Hess Street, Hamilton, ON L8N 4E5 (the "Licensee")	
Retirement Home: First Place Hamilton / 360 King Street, Hamilton, ON L8N 3Y2 (the "home")	
Licence Number: S0193	

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

NON-COMPLIANCE
<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 subsection(s):</p> <p>24. (5) The licensee shall,</p> <p style="padding-left: 40px;">(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,</p> <p style="padding-left: 80px;">(iii) medical emergencies,</p>
<p>Inspection Finding</p> <p>The Licensee did not complete annual testing of the emergency plan related to medical emergencies.</p>
<p>Outcome</p> <p>Corrective action scheduled to be completed by the Licensee by December 1, 2015.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>25. (2) The licensee shall ensure that the development of the emergency plan includes,</p>

(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.

Inspection Finding

The Licensee did not ensure that the homes emergency plan includes identification of hazards and risks that may give rise to an emergency affecting the home.

Outcome

Corrective action scheduled to be completed by the Licensee by September 30, 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:

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 homes complaint procedure does not align with the regulation listed.

Outcome

Corrective action scheduled to be completed by the Licensee by September 30, 2015.

4. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.

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

29. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall ensure that,

- (c) neither the licensee nor a staff member administers a drug to a resident in the home unless the licensee or the staff member has received training in the procedures applicable to the administration of the drug;
- (e) if the licensee or a staff member is involved in the administration of the drug or other substance at the home, that the licensee or staff member is trained in,
 - (i) ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene,
 - (ii) the safe disposal of syringes and other sharps,
 - (iii) recognizing an adverse drug reaction and taking appropriate action;


<p>Inspection Finding Staff has not received the required training in the administration of a drug.</p>
<p>Outcome Corrective action scheduled to be completed by the Licensee by October 31, 2015.</p>
<p>5. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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,</p> <ul style="list-style-type: none"> (a) the drugs or other substances are stored in an area or a medication cart that, <ul style="list-style-type: none"> (i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances, (b) controlled substances as defined in the Controlled Drugs and Substances Act (Canada) are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart;
<p>Inspection Finding The Licensee is not storing drugs as required in the Regulations.</p>
<p>Outcome Corrective action scheduled to be completed by the Licensee by October 15, 2015.</p>
<p>6. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,</p> <ul style="list-style-type: none"> (b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991;
<p>Inspection Finding The Licensee did not ensure that there is physician prescriptions for all drugs administered to residents.</p>
<p>Outcome Corrective action scheduled to be completed by the Licensee by September 30, 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 September 28, 2015
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