

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

Inspection Information	
Date of Inspection: October 20, 2015	Name of Inspector: Julie Hebert
Inspection Type: Routine Inspection	
Licensee: 1582611 Ontario Ltd. / 99 Walford Road, Sudbury, ON P3E 6K3 (the "Licensee")	
Retirement Home: The Walford On The Park (Copper Cliff) / 38 Godfrey Drive, Copper Cliff, ON P0M 1N0 (the "home")	
Licence Number: N0172	

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. 11; Posted information.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>11. (1) 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>
<p>Inspection Finding</p> <p>The home has not posted evacuation procedures anywhere in the home.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general. 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>24. (5) The licensee shall,</p> <p>(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>

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iv) violent outbursts;

25. (3) The licensee shall ensure that the emergency plan provides for the following:

- 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.

Inspection Finding

The home's emergency plan is not in compliance with the above noted areas.

Outcome

Corrective action scheduled to be completed by the Licensee by December 15, 2015.

- 3. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.**

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

43. (1) Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident's immediate care needs is conducted.

44. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.

Inspection Finding

The home had not completed initial and full assessment for all residents.

Outcome

Corrective action taken by the Licensee.

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

<p>(e) every date on which any response was provided to the complainant and a description of the response;</p>
<p>Inspection Finding The home's complaint procedure was not in compliance with the above noted areas.</p>
<p>Outcome Corrective action taken by the Licensee.</p>
<p>5. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>55. (5) A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,</p> <p>(c) the skills, qualifications and training of the staff who work in the home;</p>
<p>Inspection Finding The home could not produce documentation for training completed for all staff working in the home.</p>
<p>Outcome Corrective action scheduled to be completed by the Licensee by December 1, 2015.</p>
<p>6. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 68; Policy re devices.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>68. (3) Every licensee of a retirement home shall ensure that there is a written policy regarding the use of personal assistance services devices for residents of the home and that the policy complies with the prescribed requirements, if any.</p>
<p>Inspection Finding The home's Personal Assisted Device policy included a provision for devices to be used which are not permitted for retirement home use.</p>
<p>Outcome Corrective action taken by the Licensee.</p>
<p>7. 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>

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,
(ii) is locked and secure,

Inspection Finding

During the medication pass observed by the inspector, the staff member left the cart unlocked and unattended for extended periods of time. Furthermore, the tray of medication was kept unlocked on top of the medication cart.

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 December 3, 2015
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