

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

Inspection Information	
Date of Inspection: January 26, 2016	Name of Inspector: Michael Hickey
Inspection Type: Mandatory Reporting Inspection	
Licensee: Empire Living Centre Inc. / 1673 Richmond Street, London, ON N6G 2N3 (the "Licensee")	
Retirement Home: Empire Living Centre / 425 Fraser Street, North Bay, ON P1B 3X1 (the "home")	
Licence Number: N0044	

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. 75; Reporting certain matters to Registrar.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <p>3. Unlawful conduct that resulted in harm or a risk of harm to a resident.</p>
<p>Inspection Finding</p> <p>A report was filed with the RHRA concerning occurrences of suspected theft at the retirement home. Inspection confirmed multiple reports of suspected thefts. Inspection revealed the Licensee was aware of the occurrences. Inspection also revealed the Licensee failed to report to the RHRA suspected incidents of unlawful conduct that resulted in harm or risk of harm to residents of the retirement home.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.

Inspection Finding

A report was filed with the RHRA concerning occurrences of suspected theft at the retirement home. Inspection confirmed the suspected thefts and the reporting of the thefts to staff and management of the home. Inspection confirmed the Licensee failed to ensure the Licensee's policy to promote zero tolerance of abuse and neglect was complied with. Specifically, the Licensee failed to ensure the suspected cases of abuse were investigated, documented, and reported to the appropriate authorities as prescribed.

Outcome

Corrective action taken by the Licensee.

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.

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;
- (e) every date on which any response was provided to the complainant and a description of the response;
- (f) any response made in turn by the complainant.

Inspection Finding

A report was filed with the RHRA concerning occurrences of suspected theft at the retirement home. Inspection confirmed the suspected thefts were reported to the management of the home and complaints were made to the management of the home. The Licensee failed to ensure the prescribed procedure for complaints made to the Licensee was followed and complaints were dealt with as prescribed by Ontario Regulation 166/11. Specifically, complaints were not recorded as prescribed and incidents of alleged harm or risk of harm to one or more residents were not investigated as prescribed. The prescribed record of complaints did not contain records of complaints of thefts known to have been reported to management of the home.

Outcome

Corrective action taken by the Licensee.

4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 72; Trust for resident's money.

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

72. If money is entrusted to the care of a licensee of a retirement home on behalf of a resident of the home, the licensee shall establish a trust account for the money in accordance with the rules specified in the regulations.

Inspection Finding

A report was filed with the RHRA concerning occurrences of suspected theft at the retirement home. Inspection confirmed that the management was aware of the suspected thefts and offered to, and did hold money for residents of the home. Four residents were identified as having entrusted money to the Licensee on the day of inspection. The Licensee did not have a prescribed trust account in place to allow money entrusted to the care of the Licensee to be held on behalf of residents of the home.

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 February 16, 2016
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