

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: March 8, 2016	Name of Inspector: Rachelle Harber
Inspection Type: Complaint Inspection	
Licensee: 1814124 Ontario Inc. / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "Licensee")	
Retirement Home: Niagara Gardens Retirement Manor / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "home")	
Licence Number: S0195	

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. 17; Cleanliness. Specifically, the Licensee failed to comply with the following subsection(s): <u>17. (1)</u> Every licensee of a retirement home shall ensure that the common areas of the home, including the floors and any furnishings, equipment and linens in those areas, are clean and sanitary. <u>17. (3)</u> The licensee shall document the routines and methods used to comply with subsections (1) and (2).
Inspection Finding The licensee did not ensure that the bathroom, including the floors, are clean and sanitary. Further, the licensee did not document the routines and methods used to ensure the bathroom is clean and sanitary.
Outcome The Licensee took corrective action to achieve compliance.
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): <u>20. (3)</u> 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

The licensee did not implement procedures for the required matters related to food preparation. Further, the licensee did not ensure that all staff involved in preparing food receives adequate training and retraining in those procedures.

Outcome

The Licensee submitted plan to achieve compliance by May 2016. RHRA to confirm compliance by inspection.

3. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

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

14. (3) For the purposes of paragraph 5 of subsection 65 (5) of the Act, every licensee of a retirement home shall ensure that every staff member who provides a care service to a resident has received or receives training in,

- (b) each care service offered in the home so that the staff member is able to understand the general nature of each of those services, the standards applicable under the Act to each of those services and the aspects of each of those services that may be relevant to the staff member's own duties in the home.

Inspection Finding

The licensee did not ensure that every staff member who provides assistance with bathing to a resident has received or receives training in assistance with bathing.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

4. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.

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

40. 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 provision of a meal, the licensee shall ensure that,

- (a) if the licensee is the sole provider of the resident's meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday

meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal;

Inspection Finding

The licensee did not offer all residents a beverage and/or a snack between meals.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.

The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.

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

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.

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:

4. Misuse or misappropriation of a resident's money.

Inspection Finding

The licensee received allegations of money missing from two residents. The licensee did not report the allegations to the Registrar. Further, the licensee failed to follow the homes abuse policy by not documenting their investigation and by not notifying the police.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

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 May 3, 2016
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