

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

Inspection Information	
Date of Inspection: March 8, 2016	Name of Inspector: Michael Hickey
Inspection Type: Mandatory Reporting Inspection	
Licensee: Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")	
Retirement Home: The Village of Riverside Glen / 60 Woodlawn Road, Guelph, ON N1H 8M8 (the "home")	
Licence Number: T0130	

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. 67; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>67. (1)</u> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p>Inspection Finding</p> <p>A report was filed by the Licensee indicating an incident of resident to resident physical abuse had occurred within the retirement home. Inspection revealed the aggressor resident was known to have violent and aggressive tendencies and was recorded on numerous occasions to have expressed violent behaviours towards residents of the retirement home. On March 03, 2016 the male aggressor resident grabbed a female resident of home and proceeded to choke, hit, kick and pull the resident's hair. The male resident was recorded as having similar outbursts of violence in the home including a similar incident of violence toward another female resident occurring on February 24, 2016. No indication was found upon inspection that the Licensee implemented appropriate behaviour monitoring protocols or interventions to protect the residents of the home. As such, the Licensee failed to protect the female resident from abuse by anyone as required.</p>
<p>Outcome</p> <p>Corrective action scheduled to be taken by the Licensee. RHRA to confirm compliance by inspection</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.</p> <p>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</p> <p>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p>

The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.

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

62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,
(c) the care services set out in the plan have not been effective.

55. (2) The record for each resident shall include,
(d) a copy of the resident's most recent plan of care;

Inspection Finding

Inspection revealed the Licensee failed to keep records demonstrating that a prescribed plan of care had been completed for the residents as prescribed and within prescribed time frames. Specifically, the resident who was abused did not have a current plan of care at the time of the incident. The aggressor resident's plan of care was not complete with demonstrated approval of the plan by the resident's substitute decision maker and did not reflect specific monitoring tools and strategies to mitigate the known risk of the resident's behaviours. Additionally, the aggressor's plan of care did not reflect re-assessment and revision as required when the care services set out in the plan have not been effective

Outcome

Corrective action scheduled to be taken by the Licensee. 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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