

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

Inspection Information	
<b>Date of Inspection:</b> April 19, 2016	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> 2457441 Ontario Inc. / 10 Four Seasons Place, Toronto, ON M9B 6H7 (the "Licensee")	
<b>Retirement Home:</b> Greenview Lodge / 880 Lawrence Avenue, Toronto, ON M3C 1P6 (the "home")	
<b>Licence Number:</b> T0431	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>54. (2)</b> The package of information shall include, at a minimum,</p> <ul style="list-style-type: none"> <li>(d) the licensee's procedure for complaints mentioned in subsection 73 (1);</li> <li>(k) an itemized list of the different types of accommodation and care services provided in the retirement home and their prices;</li> </ul>
<p><b>Inspection Finding</b></p> <p>The information package did not contain the listed items.</p>
<p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>11. (1)</b> 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> <ul style="list-style-type: none"> <li>3. An explanation of the procedures to be followed in the case of an evacuation.</li> </ul>

<p><b>Inspection Finding</b> The listed item was not fully addressed.</p>
<p><b>Outcome</b> The Licensee submitted plan to achieve compliance by June 30, 2016. RHRA to confirm compliance by inspection.</p>
<p><b>3. 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.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>24. (4)</b> The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.</p> <p><b>24. (5)</b> The licensee shall,</p> <ul style="list-style-type: none"> <li>(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,             <ul style="list-style-type: none"> <li>(i) the loss of essential services,</li> <li>(ii) situations involving a missing resident,</li> <li>(iii) medical emergencies,</li> <li>(iv) violent outbursts;</li> </ul> </li> <li>(b) at least once every two years, conduct a planned evacuation of the retirement home;</li> <li>(c) keep a written record of the testing of the emergency plan and planned evacuations and of any changes made to improve the emergency plan.</li> </ul> <p><b>25. (2)</b> The licensee shall ensure that the development of the emergency plan includes,</p> <ul style="list-style-type: none"> <li>(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;</li> <li>(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.</li> </ul>
<p><b>Inspection Finding</b> The listed items were not addressed in relation to the emergency plan.</p>
<p><b>Outcome</b> The Licensee submitted plan to achieve compliance by June 30, 2016 RHRA to confirm compliance by inspection.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</b></p>

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

**14. (1)** For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

**Inspection Finding**

There was no evidence to show all staff received training in the listed item.

**Outcome**

The Licensee submitted plan to achieve compliance by June 30, 2016 RHRA to confirm compliance by inspection.

**5. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.**

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

**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,
  - (i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,

**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,

- (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;

**Inspection Finding**

The medication fridge was not used exclusively for drugs or other substances and for supplies related to drugs or other substances. Further, there was no written evidence for some medications being administered to show they were prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act.

**Outcome**

The Licensee took corrective action to achieve compliance.

**6. The Licensee failed to comply with O. Reg. 166/11, s. 41; Dementia care program.**

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

**41. (4)** The program shall be supervised by a member of a College, as defined in the Regulated Health Professions Act, 1991, with specific training in dementia care and care of older adults.

**Inspection Finding**

There was no evidence to show the listed item had been fully addressed.

**Outcome**


The Licensee submitted plan to achieve compliance by June 30, 2016 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 June 16, 2016
---	-----------------------