

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

Inspection Information	
Date of Inspection: June 1, 2016	Name of Inspector: Corina Gadde
Inspection Type: Mandatory Reporting Inspection	
Licensee: Sharon Enterprises LP / 1400 Carling Avenue, Ottawa, ON K1Z 7L8 (the "Licensee")	
Retirement Home: Embassy West Senior Living / 1400 Carling Avenue, Ottawa, ON K1Z 7L8 (the "home")	
Licence Number: N0018	

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>2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.</p>
<p>Inspection Finding</p> <p>The Licensee reported an incident of abuse of a resident to the RHRA however failed to report the incident immediately as required.</p>
<p>Outcome</p> <p>The Licensee has advised that it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,</p> <p>(b) the planned care services for the resident that the licensee will provide, including,</p>

- (i) the details of the services,
- (ii) the goals that the services are intended to achieve,
- (iii) clear directions to the licensee’s staff who provide direct care to the resident;

Inspection Finding

The plan of care for a resident did not include details of the planned care services, the goals that the services are intended to achieve, and clear directions to the staff who provide direct care to the resident.

Outcome


The Licensee has advised that 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 July 7, 2016
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