

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

Inspection Information	
Date of Inspection: September 1, 2016	Name of Inspector: Mark Dennis
Inspection Type: Routine Inspection	
Licensee: FG KW Retirement Living Inc. / 5400 Yonge Street, Toronto, ON M2N 5R5 (the "Licensee")	
Retirement Home: Kingsway Arms at Aurora Retirement Centre / 145 Murray Drive, Aurora, ON L4G 2C7 (the "home")	
Licence Number: T0445	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>25. (2) The licensee shall ensure that the development of the emergency plan includes, (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.</p> <p>25. (3) The licensee shall ensure that the emergency plan provides for the following:</p> <ol style="list-style-type: none"> 1. Dealing with, <ol style="list-style-type: none"> ii. community disasters, iii. violent outbursts, iv. bomb threats, v. medical emergencies, vi. chemical spills, vii. situations involving a missing resident, viii. loss of one or more essential services.
<p>Inspection Finding</p> <p>The Licensee's Emergency Plan did not identify any additional hazards and risks that may give rise to an emergency affecting the home whether within the home or in the surrounding community. Further the contents of the Emergency Plan did not include a plan for community disasters, violent outbursts, bomb threats, medical emergencies, chemical spills, missing resident or loss of one or more vital services.</p>

<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>43. (2) The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:</p> <p>3. Risk of falling.</p>
<p>Inspection Finding</p> <p>The licensee initial assessment of residents does not include consideration for risk of falling.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,</p> <p>(g) provide that the licensee of the retirement home shall ensure that,</p> <p>(i) an analysis of every incident of abuse or neglect of a resident at the home is undertaken promptly after the licensee becomes aware of it,</p> <p>(ii) at least once in every calendar year, an evaluation is made to determine the effectiveness of the policy and what changes and improvements are required to prevent further occurrences of abuse and neglect of residents,</p> <p>(iii) the results of the analysis undertaken under subclause (i) are considered in the evaluation mentioned in subclause (ii),</p> <p>(iv) the changes and improvements mentioned in subclause (ii) are promptly implemented,</p> <p>(v) a written record of everything provided for in subclauses (ii) and (iv) and the date of the evaluation, the names of the persons who participated in the evaluation and the date that the changes and improvements were implemented is promptly prepared.</p>
<p>Inspection Finding</p> <p>The Licensee's Zero Tolerance of Abuse and Neglect policy was not completely aligned with the legislation in the areas listed.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</p>

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 October 4, 2016
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