

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

Inspection Information	
Date of Inspection: October 13, 2016	Name of Inspector: Douglas Crust
Inspection Type: Routine Inspection	
Licensee: Casa Dolce Casa Inc. / 10 Cooperage Street, Brampton, ON L6Y 5K1 (the "Licensee")	
Retirement Home: Villa Del Sole / 7890 Pine Valley Drive, Woodbridge, ON L4L 2J3 (the "home")	
Licence Number: T0475	

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 the RHA, S.O. 2010, c. 11, s. 54; Contents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>54. (2) The package of information shall include, at a minimum, (d) the licensee's procedure for complaints mentioned in subsection 73 (1);</p>
<p>Inspection Finding</p> <p>The package of information given to residents did not include a fulsome description of the steps in the home's complaint procedure including the items described in O. Reg. 166/11 s. 59 (1). The package of information directs residents to request a copy of the complaint policy from the Licensee instead of including all the relevant details in the package itself.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 53; Agreement required.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>53. (1) The licensee of a retirement home shall enter into a written agreement with every resident of the home before the resident commences residency in the home.</p>

<p>Inspection Finding</p> <p>At the time of the inspection, the Licensee could not provide evidence to demonstrate that all residents signed a written agreement prior to commencing residency in the home as prescribed.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>3. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>11. (1) 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> <p>6. A copy of the most recent final inspection report prepared by an inspector under section 77 of the Act, subject to section 114 of the Act.</p>
<p>Inspection Finding</p> <p>At the time of inspection the most recent final inspection report was not posted, as prescribed.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>4. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>44. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident’s care needs and preferences is conducted.</p>
<p>Inspection Finding</p> <p>The inspection revealed that the Licensee did not complete a full assessment for each new resident within the timelines prescribed.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by November 18, 2016. RHRA to confirm compliance by inspection.</p>

- 5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Additional training for direct care staff.
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):

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (a) the Residents' Bill of Rights;
- (b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (c) the protection afforded for whistle-blowing described in section 115;
- (d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;
- (f) fire prevention and safety;

65. (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

- 3. Behaviour management.

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

At the time of inspection the Licensee could not provide evidence to confirm that staff training had been completed by all staff, as prescribed.

Outcome

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

- 6. 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):

55. (2) The record for each resident shall include,

- (e) a copy of the written agreement between the resident and the licensee required under section 53 of the Act;

Inspection Finding

At the time of inspection, the record for each resident which the Licensee is required to maintain was incomplete. Specifically, a copy of the written agreement between the resident and the Licensee could not be found for each resident.

Outcome

The Licensee submitted a plan to achieve compliance by November 18, 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 December 9, 2016
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