

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: April 20, 2017	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (Annex) LP / 55 Standish Court, Mississauga, ON L5R 4B2 (the "Licensee")	
Retirement Home: The Annex / 123 Spadina Road, Toronto, ON M5R 2T1 (the "home")	
Licence Number: T0427	

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; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>At the time of the inspection, the Licensee did not provide evidence to demonstrate that the policy to promote zero tolerance of abuse and neglect was complied with. Specifically, the tools and steps outlined in the Tool Kit for Conducting an Alleged Abuse Investigation were not fully utilised in conducting the investigation of the alleged abuse.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by June 15, 2017. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p>

(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

Inspection Finding

The Licensee was not able to provide evidence that all staff were trained in the policy, as prescribed.

Outcome

The Licensee submitted a plan to achieve compliance by June 29, 2017. 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 15, 2017
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