

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

Inspection Information	
Date of Inspection: May 3, 2017	Name of Inspector: Tania Buko
Inspection Type: Mandatory Reporting Inspection	
Licensee: Conestoga Lodge Partnership / 229 Lexington Road, Waterloo, ON N2K 2E1 (the "Licensee")	
Retirement Home: Conestoga Lodge / 55 Hugo Crescent, Kitchener, ON N2M 5J1 (the "home")	
Licence Number: T0152	

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>The Licensee failed to follow their Abuse and Neglect Policy in managing the investigation of verbal abuse from a staff member. The evidence showed that upon receiving a report of verbal abuse, the Licensee did not obtain additional information that evening from the witness who initially reported the incident or from the victim of the abuse, only the staff member, and that the resident did not receive immediate care from the home. The evidence also showed that the staff member was permitted to continue to work in the evening, following the incident; contrary to the home's policy. In addition, the evidence showed that following the home's investigation, the resident and their SDM were not immediately notified of the results of the investigation.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</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
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