

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

Inspection Information	
Date of Inspection: May 23, 2017	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: Shannex RLC Limited / 48 Lovett Lake Court, Halifax, NS B3S 1B8 (the "Licensee")	
Retirement Home: Parkland on the Glen / 1665 The Collegeway, Mississauga, ON L5L 0A9 (the "home")	
Licence Number: T0444	

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. 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>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>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 did not immediately report to the Registrar the abuse of two residents, as prescribed. Further, the Licensee failed to ensure that the policy to promote zero tolerance of abuse and neglect was complied with in relation to the notification of police, the documentation of the incidents using the forms identified in the non-abuse policy and the taking of witness statements.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by July 21, 2017. RHRA to confirm compliance by inspection.</p>

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.

Specifically, the Licensee failed to comply with the following subsection(s):

65. (4) The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

Inspection Finding

There was no evidence to confirm that all staff had been trained in the Licensee's policy to promote zero tolerance of abuse and neglect, as prescribed.

Outcome


The Licensee submitted a plan to achieve compliance by July 31, 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 August 24, 2017
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