

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

Inspection Information	
<b>Date of Inspection:</b> August 28, 2017	<b>Name of Inspector:</b> Corina Gadde
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> ASC (MR) Facility Limited Partnership / 175 Bloor Street East, Toronto, ON M4W 3R8 (the "Licensee")	
<b>Retirement Home:</b> Cite Parkway Retirement Residence / 380 LeBoutillier Avenue, Ottawa, ON K1K 3W3 (the "home")	
<b>Licence Number:</b> N0438	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Documentation.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (4)</b> The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,</p> <p style="padding-left: 40px;">(b) the planned care services for the resident that the licensee will provide, including,</p> <p style="padding-left: 80px;">(iii) clear directions to the licensee's staff who provide direct care to the resident;</p> <p><b>62. (11)</b> The licensee shall ensure that the following are documented in accordance with the regulations, if any:</p> <p style="padding-left: 40px;">1. The provision of the care services set out in the plan of care.</p>
<p><b>Inspection Finding</b></p> <p>A resident's plan of care did not provide accurate directions to staff regarding her needs related to assistance with feeding and provision of a meal. Documentation of provision of care services was inconsistent.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>

**2. The Licensee failed to comply with O. Reg. 166/11, s. 35; Assistance with bathing.**

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

- 35.** If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with bathing, the licensee shall ensure that,
- (c) the resident is bathed as frequently as is consistent with the resident’s plan of care.

**Inspection Finding**

A resident was not bathed as frequently as detailed in her plan of care.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 64; Police background checks. The Licensee failed to comply with O. Reg. 166/11, s. 13; Hiring staff and volunteers.**

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

- 64. (2)** The screening measures shall include a police background check as defined in the regulations, unless the person being screened is under 18 years of age.

- 13. (1)** The police background check required by section 64 of the Act for a staff member or a volunteer working in a retirement home shall be,
- (a) conducted by a police force;

- 13. (2)** The police background check shall include a vulnerable sector screen to determine the person’s suitability to be a staff member or volunteer in a retirement home and to protect residents from abuse and neglect.

**Inspection Finding**

A staff member did not have the required screening.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. 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 October 19, 2017
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