

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: January 19, 2018	Name of Inspector: Rachelle Harber
Inspection Type: Complaint Inspection	
Licensee: 1814124 Ontario Inc. / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "Licensee")	
Retirement Home: Niagara Gardens Retirement Manor / 175-181 Niagara Street, St. Catharines, ON L2R 4M1 (the "home")	
Licence Number: S0195	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
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; Assessment of resident. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care. Specifically, the Licensee failed to comply with the following subsection(s): 62. (4) 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, (b) the planned care services for the resident that the licensee will provide, including, (iii) clear directions to the licensee's staff who provide direct care to the resident; 62. (6) The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident. 62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them: 1. The resident or the resident's substitute decision-maker.
Inspection Finding The Licensee did not ensure that the plan of care addressed the needs and preferences of one resident. Further, the plan of care did not provide clear directions to the staff who provide direct care to the resident. Furthermore, revisions that were made to the plan of care were not approved by the resident or the resident's substitute decision-maker.
Outcome The Licensee took corrective action to achieve compliance.

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 March 8, 2018
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