

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

Inspection Information	
Date of Inspection: March 15, 2018	Name of Inspector: Tania Buko
Inspection Type: Mandatory Reporting Inspection	
Licensee: St. Andrew's Residence, Chatham / 99 Park Street, Chatham, ON N7M 3R5 (the "Licensee")	
Retirement Home: St. Andrew's Residence / 99 Park Street, Chatham, ON N7M 3R5 (the "home")	
Licence Number: S0196	

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>Staff failed to immediately notify management of a witnessed incident of physical abuse to a resident by another staff member causing a delay in the matter being investigated and interventions being implemented. Upon management being made aware of the incident, the investigation was commenced. The delay in staff reporting to management resulted in a failure of the home's abuse policy being followed. In addition, the resident's substitute decision-maker was not immediately notified of the incidents of physical abuse.</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 April 11, 2018
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