

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

Inspection Information	
<b>Date of Inspection:</b> June 6, 2018	<b>Name of Inspector:</b> Mark Dennis
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Dre's Lodge Inc. / 10 Empringham Drive, Scarborough, ON M1B 3T5 (the "Licensee")	
<b>Retirement Home:</b> Dre's Lodge Inc. / 82 River Street, Sunderland, ON L0C 1H0 (the "home")	
<b>Licence Number:</b> T0487	

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

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> 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><b>Inspection Finding</b></p> <p>A resident of the home complained to the Licensee that she had been sexually assaulted by another resident. During the inspection the Licensee was unable to show that the home's zero tolerance of abuse and neglect policy was complied with. Specifically, there was no evidence that the home interviewed the aggressor or provided support for the victim. Further, neither the police nor the RHRA were notified of the sexual assault. A resident of the home also reported to the Licensee an allegation of financial abuse. Specifically, personal items were stolen. During the inspection the Licensee was unable to show that the home's zero tolerance of abuse and neglect policy was complied with. Specifically, there was no evidence of an investigation of the financial abuse.</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>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</b></p>

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

**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:

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.

**Inspection Finding**

The Licensee had reasonable grounds to suspect a resident of the home had been sexually assaulted by another resident. The Licensee failed to report this allegation of abuse to the Registrar.

**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 O. Reg. 166/11, s. 23; Behaviour management.**

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

**23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;
- (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

**23. (2)** The licensee shall ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home.

**Inspection Finding**

The Licensee received a complaint that a resident of the home had sexually assaulted another resident. During the inspection the Licensee was unable to demonstrate that the home implemented their Behaviour Management Strategy. Specifically, there was no evidence of strategies for interventions to prevent and address the resident behaviours that posed a risk to the resident or others in the home; there was no evidence of strategies for monitoring the resident that had demonstrated behaviours that posed a risk to the resident or others in the home; and there was no evidence of protocols that staff shall report and be informed of the resident behaviours that posed a risk to the resident or others in the home. Furthermore, there was no evidence that the licensee ensured that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home.

**Outcome**

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

**4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.**

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

**62. (1)** When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

**Inspection Finding**

During the inspection the Licensee was unable to demonstrate that two residents have a current plan of care as prescribed.

**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 June 29, 2018
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