RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: August 21, 2018	**Name of Inspector:** Chelisa Karran
Inspection Type: Routine Inspection	
Licensee: 692536 Ontario Limited / 120 Elizabeth Street, Brighton, ON K0K 1H0 (the "Licensee")	
Retirement Home: Applefest Lodge / 120 Elizabeth Street, Brighton, ON K0K 1H0 (the "home")	
Licence Number: N0084	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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. 65; Additional training for direct care staff. **The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.** Specifically, the Licensee failed to comply with the following subsection(s): **65. (5)** The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section: 3. Behaviour management. **14. (1)** For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.
Inspection Finding Training not aligned with the requirements of the legislation
Outcome The licensee must take corrective action to achieve compliance
2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.

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

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

(a) the nature of each verbal or written complaint;

(b) the date that the complaint was received;

(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

(d) the final resolution, if any, of the complaint;

(e) every date on which any response was provided to the complainant and a description of the response;

(f) any response made in turn by the complainant.

Inspection Finding

Written record of complaint log not aligned with the requirements of the legislation

Outcome

The licensee must take corrective action to achieve compliance

3. The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.

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

43. (2) The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

5. Dietary needs including known food restrictions.
7. Risk of harm to self and to others.
8. Risk of wandering.

Inspection Finding

The initial assessment considerations were missing some of the required areas in the legislation.

Outcome

Home demonstrated they have taken corrective action, but a follow-up inspection would be required to verify.

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
	September 14, 2018