RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: August 30, 2018	**Name of Inspector:** Corina Gadde
Inspection Type: Mandatory Reporting Inspection	
Licensee: Q & Sons Management Inc. / 560 Canyon Street, Mississauga, ON L5H 4L8 (the "Licensee")	
Retirement Home: Fairfield Manor West / 805 Ridley Drive, Kingston, ON K7P 2H4 (the "home")	
Licence Number: N0450	

Purpose of Inspection
The RHRA received a report under section 75(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. 118; False information. Specifically, the Licensee failed to comply with the following subsection(s): **118.** No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.
Inspection Finding The RHRA received reports of insufficient staff working in the home. The Licensee provided false or misleading information to the Inspector in relation to the staffing situation in the home.
Outcome Licensee must take corrective action to achieve compliance.
2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect. Specifically, the Licensee failed to comply with the following subsection(s): **67. (2)** Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.
Inspection Finding The Licensee's pattern of inaction has resulted in circumstances jeopardizing the health, safety and well-being of residents and placing residents in imminent risk of harm. Lack of adequate staffing led to a

government agency providing emergency staffing to ensure the continuation of care services to residents. Due to lack of trained staff in the home to meet the fire plan requirements, the Fire Department had staff remain at the home to ensure adequate coverage for resident safety.

Outcome

Licensee must take corrective action to achieve compliance.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.

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

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

(f) fire prevention and safety;

(g) the licensee's emergency evacuation plan for the home mentioned in subsection 60 (3);

Inspection Finding

Only one staff member had evidence of current training in fire safety, prevention, and evacuation prior to the fire department providing on-site training to staff at the home.

Outcome

Licensee must take 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
Caine Gadde	September 17, 2018