

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

Inspection Information	
<b>Date of Inspection:</b> September 4, 2018	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Shannex RLC Limited / 48 Lovett Lake Court, Halifax, NS B3S 1B8 (the "Licensee")	
<b>Retirement Home:</b> Parkland on the Glen / 1665 The Collegeway, Mississauga, ON L5L 0A9 (the "home")	
<b>Licence Number:</b> T0444	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>67. (5)</u></b> At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall, (a) clearly set out what constitutes abuse and neglect;</p>
<p><b>Inspection Finding</b></p> <p>The policy to promote zero tolerance of abuse and neglect was found not to be aligned with the prescribed requirements.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>73. (2)</u></b> The procedure shall comply with the regulations.</p> <p><b><u>59. (1)</u></b> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p>

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.
4. A response shall be made to the person who made the complaint, indicating,

**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**

At the time of inspection, the complaints procedure failed to include: (1) that every complaint shall be investigated and if the complaint alleges harm or risk of harm the investigation shall commence immediately; (2) that those complaints that cannot be investigated and resolved within 10 business days of the complaint shall be provided an acknowledgement of the complaint within 10 business days of receipt of the complaint and shall include the date by which the complainant can expect a resolution, and a follow-up response that complies with the requirements below shall be provided as soon as possible in the circumstances; and (3) that the response made to the person who made the complaint shall indicate what the licensee has done to resolve the complaint or that the licensee believes that the complaint is unfounded, and the reasons for that belief as described in O. Reg. 166/11, s. 59(1), (3) and 4 (i) and (ii). Also, there was no evidence to show that the Licensee fully implemented its complaint procedure after receipt of a complaint regarding a resident. Finally, a complete record of complaints was not maintained for each complaint received, as prescribed, or evidence to demonstrate that the Licensee resolved the complaint within 24 hours.

**Outcome**

The 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.  
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going 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,

(i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person’s duties;

**65. (4)** The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

**Inspection Finding**

At the time of the inspection, the Licensee was not able to provide evidence to show that all of the relevant staff had received training in the non-abuse policy of the Home and the medication management system of the Home, as prescribed.

**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/>

<p>Signature of Inspector</p> 	<p>Date</p> <p>October 15, 2018</p>
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