

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

Inspection Information	
Date of Inspection: October 1, 2018	Name of Inspector: Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: Retirement Life Communities Inc. / 1670 Bayview Avenue, Toronto, ON M4G 3C2 (the "Licensee")	
Retirement Home: Goderich Place Retirement Residence / 30 Balvina Drive, Goderich, ON N7A 4L5 (the "home")	
Licence Number: S0355	

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>The home reported 1 incident of abuse by resident; however, evidence obtained during the inspection revealed that the home failed to fully comply with their zero-abuse policy in addressing previous incidents involving the same residents. Specifically relating to mandatory reporting requirements and incident investigation / analysis as per the legislative requirements.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by November 30, 2018. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p>

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (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;

Inspection Finding

The behavior management strategy reviewed at the time of the inspection appeared to be a template and had not been developed for the home. The home failed to implement a behavior management strategy for a resident exhibiting responsive behaviours. Specifically, the home failed to update the resident’s plan of care with the behaviours and monitoring requirements as per the reviewed strategy and there was no evidence to support that the home had implemented any techniques and strategies to prevent and address resident behaviours or that the resident was monitored following an incident of a responsive behavior.

Outcome


The Licensee submitted a plan to achieve compliance by November 30, 2018. 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 November 5, 2018
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