RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: October 26, 2018	**Name of Inspector:** Michele Davidson
Inspection Type: Mandatory Reporting 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 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. 67; Policy to promote zero tolerance. Specifically, the Licensee failed to comply with the following subsection(s): **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.
Inspection Finding The evidence indicated the Licensee did not comply with their Zero Tolerance for Abuse Policy. Specifically, the Licensee failed to adhere to their practices on abuse prevention and conduct the prescribed interviews for an investigation into abuse.
Outcome The Licensee must take corrective action to achieve compliance.
2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 74; Licensee's duty to respond to incidents of wrongdoing. Specifically, the Licensee failed to comply with the following subsection(s): **74.** Every licensee of a retirement home shall ensure that, (a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated: (i) abuse of a resident of the home by anyone, (b) appropriate action as determined in the context of this Part and in the circumstances is taken in response to every incident described in clause (a);

(c) the prescribed requirements, if any, for investigating and responding as required under clauses (a) and (b) are complied with.

Inspection Finding

The Licensee failed to conduct a proper investigation, take steps appropriate to the incident and interview all possible suspects.

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. 64; Hiring staff.
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 64; Police background checks.

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

64. (1) A licensee of a retirement home shall ensure that screening measures are conducted in accordance with the regulations before hiring staff and accepting volunteers to work in the home.

64. (2) The screening measures shall include a police background check as defined in the regulations, unless the person being screened is under 18 years of age.

Inspection Finding

A review of employee files indicated the Licensee had not completed the screening and police background checks on all employees as required by the legislation.

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. 67; Protection against abuse and neglect.

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

67. (1) Every licensee of a retirement home shall protect residents of the home from abuse by anyone.

Inspection Finding

The evidence indicated that despite the multiple incidents of financial abuse, the Licensee had not implemented any preventative measures to stop the financial abuse from occurring.

Outcome

The 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
	November 27, 2018