

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

Inspection Information	
<b>Date of Inspection:</b> January 23, 2019	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> The First Step Group Home / 138 Janray Drive, Scarborough, ON M1G 1Y9 (the "Licensee")	
<b>Retirement Home:</b> The First Step Group Home / 138 Janray Drive, Scarborough, ON M1G 1Y9 (the "home")	
<b>Licence Number:</b> T0530	

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; Policy to promote zero tolerance.</b> <b>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>67. (4)</b> 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><b>67. (5)</b> At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall, (d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee's policy to promote zero tolerance of abuse and neglect did not include the listed item. In addition, the policy to promote zero tolerance was not complied with. Specifically, there was no evidence that a copy of the policy was provided to all residents of the Home and their substitute decision-makers; that the tracking system described in the policy was utilized; and that staff were trained as described in the policy.</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. 75; Reporting certain matters to Registrar.</b></p>

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

- 75. (1)** A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:
2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

**Inspection Finding**

The staff of the Home became aware of an allegation of sexual abuse of a resident by another resident but did not take steps to immediately report the allegation of abuse to the Registrar, as prescribed.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.**

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

- 55. (2)** The record for each resident shall include,
- (b) if the resident was assessed for the purposes of developing the resident’s plan of care, documentation of when the resident was assessed and by whom;
  - (d) a copy of the resident’s most recent plan of care;
  - (e) a copy of the written agreement between the resident and the licensee required under section 53 of the Act;
- 55. (3)** In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service, the record shall include,
- (a) the following documents or information to the extent that they are reasonably available to the licensee:
    - (i) the name and contact information of the resident’s known substitute decision-makers, if any,
    - (ii) the name and contact information of the resident’s next of kin,
    - (iii) the name of the resident’s primary health care provider;
  - (b) the information required under subsection 62 (11) of the Act.
- 55. (4)** In addition to subsection (2), for each resident of a retirement home to which the licensee of the home provides at least one care service described in subsection 2 (1), the record shall include,
- (a) the resident’s health number;
  - (b) all information of the resident’s medical history, including the period before the date on which the resident commenced residency in the home, that is relevant to the care services that the licensee provides to the resident.

**Inspection Finding**

The Licensee did not have the listed records for inspection.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.**

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

**11. (1)** For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:

4. Information about reporting to the Registrar matters relating to the care and safety of the residents of the home that is on a sign that the Registrar provides or that is in a form that the Registrar approves.

**Inspection Finding**

The information about reporting to the Registrar was not posted in the Home at the time of the inspection in a form approved by the Registrar.

**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/>

Signature of Inspector 	Date February 21, 2019
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