

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

Inspection Information	
Date of Inspection: April 25, 2019	Name of Inspector: Debbie Rydall
Inspection Type: Complaint Inspection	
Licensee: Clurelea Ltd / 481 Victoria Street, Alliston, ON L9R 1J8 (the "Licensee")	
Retirement Home: Good Samaritan Retirement Lodge / 481 Victoria Street, Alliston, ON L9R 1J8 (the "home")	
Licence Number: T0068	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (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 inspection revealed that more than 1 staff member was aware of an incident of physical abuse causing harm to a resident by staff of the home but failed to recognize and immediately report the incident or to notify the POA as required by legislation. Further, staff failed to completely comply with their Zero Abuse and Neglect Policy, specifically; upon the resident complaining of pain and staff becoming aware of the incident; they failed to have the resident assessed for possible injury in a timely manner and the incident was not immediately reported to the local police.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by Inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

59. (1) 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:

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.

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

The inspection revealed that the Home failed to manage complaints as per the requirements of the legislation; specifically, there was no evidence to support that all complaints were documented and investigated as per legislation.

Outcome


The Licensee has advised it has taken corrective action to achieve compliance. 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 May 31, 2019
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