

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

Inspection Information	
Date of Inspection: May 3, 2019	Name of Inspector: Michele Davidson
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (Kingsway) LP / 55 Standish Court, Mississauga, ON L5R 4B2 (the "Licensee")	
Retirement Home: Kingsway / 4251 Dundas Street , Etobicoke, ON M8X 2Z5 (the "home")	
Licence Number: T0423	

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>Following an allegation of physical abuse between residents, the Licensee did not fully implement their zero tolerance of resident abuse. Specifically, the Licensee did not conduct a full investigation into the allegation.</p>
<p>Outcome</p> <p>The Licensee submitted plan to achieve compliance by June 14, 2019. 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>
<p>Inspection Finding</p>

The inspection illustrated that the residence did not implement their behaviour management policy by interviewing all possible informants, including the residents involved.

Outcome

The Licensee submitted plan to achieve compliance by June 14, 2019. 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 June 3, 2019
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