

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

Inspection Information	
Date of Inspection: June 19, 2019	Name of Inspector: Tania Buko
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (Weber) LP / 55 Standish Court, 8th Floor, Mississauga, ON L5R 4B2 (the "Licensee")	
Retirement Home: Briarfield Gardens / 1250 Weber Street, Kitchener, ON N2A 4E1 (the "home")	
Licence Number: T0486	

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. 75; Reporting certain matters to Registrar.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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:</p> <p>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.</p>
<p>Inspection Finding</p> <p>The evidence showed the Licensee had reasonable grounds to support that an incident of alleged resident to resident physical abuse occurred that resulted in harm to a resident; however, the Licensee failed to immediately report the incident to the Registrar, as per the legislative requirements.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by July 17, 2019. RHRA to confirm compliance by inspection.</p>
<p>2. 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>

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 Licensee failed to fully follow the directives of their zero tolerance of abuse and neglect policy as there was insufficient evidence to support the home immediately investigated an allegation resident to resident physical abuse that resulted in harm to a resident. Further, the resident’s substitute decision-makers were not immediately notified of the incident.

Outcome

The Licensee submitted a plan to achieve compliance by July 17, 2019. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.
The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.**

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

65. (4) The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

14. (2) For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

Inspection Finding

There was insufficient evidence to support that all reviewed staff completed their required annual training in the home’s zero tolerance of abuse and neglect policy.

Outcome

The Licensee submitted a plan to achieve compliance by July 17, 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 July 10, 2019
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