

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

Inspection Information	
Date of Inspection: July 18, 2019	Name of Inspector: Susan Lines
Inspection Type: Routine Inspection	
Licensee: City View Retirement Living LTD / 151 Meadowlands Drive, Ottawa, ON K2G 2S3 (the "Licensee")	
Retirement Home: City View Retirement Community / 151 Meadowlands Drive, Ottawa, ON K2G 2S3 (the "home")	
Licence Number: N0410	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 41; Dementia care program.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>41. (1) If the licensee of a retirement home provides a dementia care program to a resident of the home, the licensee shall ensure that the program complies with this section.</p> <p>41. (2) The program shall include,</p> <ul style="list-style-type: none"> (a) therapies, techniques and activities, including mental stimulation, to maximize the functioning and independence of the resident in the areas of physical, cognitive, sensory and social abilities; (b) monitoring the resident for safety and wellbeing; (c) therapies, techniques and activities to promote quality of life and wellbeing for the resident; (d) strategies for communicating with the resident if the resident has compromised communication and verbalization skills, a cognitive impairment or cannot communicate in the languages used in the retirement home; (e) strategies for identifying and addressing triggers for responsive behaviours if the resident exhibits responsive behaviours. <p>41. (3) The program shall be developed and implemented in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.</p> <p>41. (4) The program shall be supervised by a member of a College, as defined in the Regulated Health Professions Act, 1991, with specific training in dementia care and care of older adults.</p>

41. (5) The program shall be evaluated at least annually and the licensee shall keep a written record of each evaluation.

Inspection Finding

The Licensee did not ensure that the home implemented dementia programs for residents when they were required.

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 August 2, 2019
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