

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

Inspection Information	
<b>Date of Inspection:</b> August 1, 2019	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 1612714 Ontario Inc. / 307 King Street, Hamilton, ON L8N 1C1 (the "Licensee")	
<b>Retirement Home:</b> Cathmar Manor / 236 Catherine Street, Hamilton, ON L8L 4S6 (the "home")	
<b>Licence Number:</b> S0159	

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></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</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>75. (1)</b> 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><b>Inspection Finding</b></p> <p>An incident between a staff member and a resident took place in the Home. The actions and demeanor of the staff member towards the resident were intimidating and constituted emotional abuse. While management investigated, the non-abuse policy was not fully complied with. Specifically, the appropriate police force was not immediately notified. Further, the Home failed to notify the RHRA of the abuse, as prescribed.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by August 30, 2019. RHRA to confirm compliance by inspection.</p>

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Assessment of resident.**

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

**62. (6)** The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

**Inspection Finding**

A plan of care for a resident of the Home was updated several times however there was no evidence that a re-assessment of the resident's care needs and preferences was completed.

**Outcome**


The Licensee submitted a plan to achieve compliance by August 30, 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 August 26, 2019
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