

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

| Inspection Information  |  |
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| <b>Date of Inspection:</b> February 28, 2019  | <b>Name of Inspector:</b> Michele Davidson |
| <b>Inspection Type:</b> Mandatory Reporting Inspection  |  |
| <b>Licensee:</b> 2457441 Ontario Inc. / 880 Lawrence Avenue, Toronto, ON M3C 1P6 (the "Licensee") |  |
| <b>Retirement Home:</b> Greenview Lodge / 880 Lawrence Avenue, Toronto, ON M3C 1P6 (the "home")   |  |
| <b>Licence Number:</b> T0431  |  |

| Purpose of Inspection  |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE  |
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| <p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (1)</b> Every licensee of a retirement home shall ensure that all the staff who work in the home,</p> <ul style="list-style-type: none"> <li>(a) have the proper skills and qualifications to perform their duties;</li> <li>(b) possess the prescribed qualifications.</li> </ul> <p><b>65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <ul style="list-style-type: none"> <li>(a) the Residents' Bill of Rights;</li> <li>(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;</li> <li>(c) the protection afforded for whistle-blowing described in section 115;</li> <li>(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</li> <li>(e) injury prevention;</li> <li>(g) the licensee's emergency evacuation plan for the home mentioned in subsection 60 (3);</li> <li>(h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);</li> <li>(i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person's duties;</li> <li>(j) all other prescribed matters.</li> </ul> |

**Inspection Finding**

Records indicate the employee did not complete any of the required training listed, which should have been completed prior to commencing work in the home. Further, the home did not confirm the skills and qualifications of the employee.

**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/>

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| Signature of Inspector<br> | Date<br>September 12, 2019 |
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