

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

| Inspection Information | |
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| Date of Inspection: September 4, 2019 | Name of Inspector: Julie Hebert |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Paris Nursing Home Limited / 185 Grand River Street, Paris, ON N3L 2N2 (the "Licensee") | |
| Retirement Home: Penmarvian Retirement Home / 185 Grand River Street, Paris, ON N3L 2N2 (the "home") | |
| Licence Number: S0222 | |

| 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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training. 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.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <p style="padding-left: 40px;">(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;</p> <p>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.</p> <p>14. (1) For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.</p> <p>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.</p> |
| <p>Inspection Finding</p> <p>The home was not able to demonstrate that they had trained staff annually and at orientation on an abuse or complaint policy that were in alignment with the legislation. This matter had been previously cited in the home and was to have been addressed by August 4, 2019.</p> |

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| <p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by October 10, 2019. RHRA to confirm compliance by inspection.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 22; Risk of falls.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>22. (1) Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.</p> |
| <p>Inspection Finding</p> <p>The home was not able to demonstrate that they were consistently implementing their falls strategies following a resident fall in the home. This matter had been previously cited in the home and was to have been addressed by August 4, 2019.</p> |
| <p>Outcome</p> <p>The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p> |
| <p>3. 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 style="padding-left: 40px;">(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</p> |
| <p>Inspection Finding</p> <p>The home was not able to demonstrate that they had included provisions for heightened monitoring into their behaviour management strategies to ensure all staff were implementing monitoring as needed.</p> |
| <p>Outcome</p> <p>The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p> |
| <p>4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>73. (2) The procedure shall comply with the regulations.</p> |

Inspection Finding

The home was not able to demonstrate that they have a complaint policy that was in alignment with O.Reg 59 (1). This matter had been previously cited in the home and was to have been addressed by August 4, 2019.

Outcome


The Licensee advised they have 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  | Date September 25, 2019 |
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