

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

Inspection Information	
<b>Date of Inspection:</b> November 13, 2019	<b>Name of Inspector:</b> Rachelle Harber
<b>Inspection Type:</b> Complaint 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 complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 18; Pest control.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>18. (1)</b> Every licensee of a retirement home shall ensure that there are procedures in place to keep the home free from pests and to deal with pests in the home.</p> <p><b>18. (3)</b> The licensee shall ensure that timely action is taken to deal with pests in the retirement home.</p>
<p><b>Inspection Finding</b></p> <p>Evidence confirmed that the home has a bed bug infestation. The home is documenting the procedures that they have implemented however, they were not able to demonstrate that the program that they do have in place keeps the home free from pests. There is a lack of evidence to show that timely action is taken to deal with the bedbugs.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (1)</b> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p>

4. A response shall be made to the person who made the complaint, indicating,
  - i. what the licensee has done to resolve the complaint,
2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.
1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

- 59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,
- (a) the nature of each verbal or written complaint;
  - (b) the date that the complaint was received;
  - (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
  - (d) the final resolution, if any, of the complaint;
  - (e) every date on which any response was provided to the complainant and a description of the response;
  - (f) any response made in turn by the complainant.

**Inspection Finding**

The home received complaints related to bed bugs and residents smoking in their rooms. The home did not fully deal with the complaints, including keeping a written record of the complaints as per the legislative requirements.

**Outcome**

The Licensee submitted plan to achieve compliance by January 19, 2020. RHRA to confirm compliance by inspection.

- 3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.  
The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.**

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

- 24. (5)** The licensee shall,
- (a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,
    - (i) the loss of essential services,
    - (ii) situations involving a missing resident,
    - (iii) medical emergencies,

(iv) violent outbursts;

**25. (5)** The licensee shall ensure that the emergency plan for the retirement home is evaluated and updated at least annually and that the updating includes contact information for the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency.

**Inspection Finding**

Evidence shows that the home's written emergency plan was not evaluated and updated to include contact information for resources that will be involved in responding to an emergency. Further, the home was not able to demonstrate that annual testing of the emergency plan was completed related to loss of essential services, medical emergencies, violent outbursts and situations involving a missing resident.

**Outcome**


The Licensee submitted plan to achieve compliance by January 19, 2020. 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  RN	Date December 22, 2019
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