RHRA Retirement Homes Regulatory Authority

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

| **Inspection Information** | |
|---|---|
| **Date of Inspection:** February 6, 2020 | **Name of Inspector:** Georges Gauthier |
| **Inspection Type:** Routine Inspection | |
| **Licensee:** Calvin Jenkins / 167 St. Lawrence St. , Madoc, ON K0K 2K0 (the "Licensee") | |
| **Retirement Home:** Timber Trails Retirement Residence / 167 St. Lawrence Street , Madoc, ON K0K 2K0 (the "home") | |
| **Licence Number:** N0448 | |

**Purpose of Inspection**

The RHRA conducts routine inspections as set out in section 77(3) of the *Retirement Homes Act, 2010* (the "RHA").

**NON-COMPLIANCE**

**1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.**
**The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.**
**The Licensee failed to comply with O. Reg. 166/11, s. 48; Approval of the plan of care.**

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

**62. (4)** The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

(a) the care services that are part of a package of care services that the resident is entitled to receive under the resident's agreement with the licensee, whether or not the resident receives the services;

(b) the planned care services for the resident that the licensee will provide, including,

(i) the details of the services,

(ii) the goals that the services are intended to achieve,

(iii) clear directions to the licensee's staff who provide direct care to the resident.

**62. (12)** The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months.

**48. (1)** For the purposes of paragraph 2 of subsection 62 (9) of the Act and subject to subsection (2), the licensee shall ensure that a resident's plan of care is approved by,

(b) a person acting under the supervision of a member of the College of Physicians and Surgeons of Ontario or the College of Nurses of Ontario.

**Inspection Finding**

The listed items were not fully addressed in relation to residents' plans of care.

**Outcome**
The Licensee submitted a plan to achieve compliance by March 20, 2020. RHRA to confirm compliance by inspection.

**2. 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.**

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

**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.

**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.

**Inspection Finding**
The listed items were not fully addressed in relation to the retraining of staff.

**Outcome**
The Licensee submitted a plan to achieve compliance by March 4, 2020. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.**

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.

**Inspection Finding**
The evidence did not demonstrate the listed items had been addressed in relation to the testing of the emergency plan.

**Outcome**

| |
|---|
| The Licensee submitted a plan to achieve compliance by March 5, 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 Retirement Home Database available online at http://www.rhra.ca/en/retirement-home-database.

| | |
|---|---|
| Signature of Inspector  | Date<br>February 20, 2020 |