

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

Inspection Information	
Date of Inspection: January 31, 2020	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2428577 Ontario Inc. / 8158 Lundy's Lane, Niagara Falls , ON L2H 1H1 (the "Licensee")	
Retirement Home: Greycliff Manor / 8158 Lundy's Lane, Niagara Falls, ON L2H 1H1 (the "home")	
Licence Number: S0360	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p> <p>(g) the resident is informed of his or her daily and weekly menu options;</p>
<p>Inspection Finding</p> <p>At the time of the inspection the evidence showed that the residents were not informed of their weekly menu choices, as prescribed.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by February 20, 2020. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 18; Pest control.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>18. (3) The licensee shall ensure that timely action is taken to deal with pests in the retirement home.</p>
<p>Inspection Finding</p> <p>The Licensee received a report from the pest-controller on January 24, 2020 of bedbugs in the dining room chairs but there was no evidence that timely action was taken to deal with the pests.</p>

Outcome

The Licensee submitted a plan to achieve compliance by March 26, 2020. RHRA to confirm compliance by inspection.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.

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

- 65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,
- (i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person's duties;

Inspection Finding

At the time of inspection, the Licensee was not able to provide evidence to confirm that staff of the Home had received training in the Home's bedbug protocol.

Outcome


The Licensee submitted a plan to achieve compliance by February 21, 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 March 3, 2020
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