

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

| Inspection Information   |   |
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| <b>Date of Inspection:</b> February 12, 2020   | <b>Name of Inspector:</b> Rachelle Harber |
| <b>Inspection Type:</b> Mandatory Reporting Inspection   |   |
| <b>Licensee:</b> 2428577 Ontario Inc. / 8158 Lundy's Lane, Niagara Falls , ON L2H 1H1 (the "Licensee") |   |
| <b>Retirement Home:</b> Greycliff Manor / 8158 Lundy's Lane, Niagara Falls, ON L2H 1H1 (the "home")    |   |
| <b>Licence Number:</b> S0360   |   |

| 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. 67; Same, neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>   |
| <p><b>Inspection Finding</b></p> <p>Inspection revealed the home is not adhering to the requirements for the administration of a drug. Evidence identified that the issues are wide in scope and place numerous residents at risk. This home has also had multiple past citing's of non-compliance with drug administration. This pattern of inaction by the Licensee of failing to ensure drugs are administered safely and accurately jeopardizes the health and safety of one or more of the residents in the home.</p> |
| <p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by February 27, 2020. RHRA to confirm compliance by inspection.</p>   |
| <p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 31; Medication management system.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>          |

**29.** 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 administration of a drug or other substance, the licensee shall ensure that,

(b) no drug is administered by the licensee or the staff to the resident in the home except in accordance with the directions for use specified by the person who prescribed the drug for the resident;

(d) a member of a College, as defined in the Regulated Health Professions Act, 1991, supervises the administration of the drug or other substance to the resident in the home;

**30.** If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,

(a) the drugs or other substances are stored in an area or a medication cart that,

(ii) is locked and secure,

(b) controlled substances as defined in the Controlled Drugs and Substances Act (Canada) are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart;

(c) an audit of the controlled substances mentioned in clause (b) is performed monthly.

**31. (2)** As part of the medication management system, the licensee shall make a current reference text about pharmaceuticals available to all staff who are involved in the administration of a drug or other substance to a resident.

**32.** If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

(a) the person who administered the drug or other substance prepares a written record noting the name and amount of the drug or other substance, the route of its administration and the time and date on which it was administered;

(b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991;

(c) the administration of drugs and other substances in the home is evaluated at least annually and the licensee keeps a written record of each evaluation.

**Inspection Finding**

The Licensee did not ensure that standards relating to the administration of drugs or other substances are complied with as listed.

**Outcome**


The Licensee submitted a plan to achieve compliance by February 27, 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>.

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| Signature of Inspector<br><br>RN | Date<br>March 8, 2020 |
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