

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

Inspection Information	
Date of Inspection: August 5, 2020	Name of Inspector: Rachelle Harber
Inspection Type: Compliance Inspection	
Licensee: 1612714 Ontario Inc. / 307 King Street, Hamilton, ON L8N 1C1 (the "Licensee")	
Retirement Home: Cathmar Manor / 236 Catherine Street, Hamilton, ON L8L 4S6 (the "home")	
Licence Number: S0159	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(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> <ul style="list-style-type: none"> (b) menus provide adequate nutrients, fibre and energy for the resident, include fresh seasonal foods and are consistent with standards of good nutrition in Canada; (c) the menu is varied and changes daily; (e) the menu includes alternative entrée choices at each meal; (g) the resident is informed of his or her daily and weekly menu options;
<p>Inspection Finding</p> <p>The Licensee was not able to demonstrate that menus meet the legislative requirements as the menus are not being followed and the daily menus are not being recorded as a permanent record. The daily menus that were observed did not include alternative entrée choices at each meal. In addition, the resident is not being informed of his or her daily breakfast options and the weekly menu options.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 16; Temperature control. The Licensee failed to comply with O. Reg. 166/11, s. 19; Maintenance.</p>

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

16. (1) Every licensee of a retirement home shall ensure that there are procedures in place for responding to extreme hot and cold weather conditions, including detailed practices for addressing failures of any temperature control systems in the home.

16. (2) The licensee shall document the procedures implemented.

16. (3) Every licensee of a retirement home shall ensure that timely action is taken to deal with extreme temperature changes in the home.

19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

19. (2) The maintenance program shall include policies and procedures for routine, preventative and remedial maintenance of the following in the retirement home:

- 3. If provided by the licensee, ventilation systems, air conditioning systems, hot water holding tanks and computerized systems monitoring the home’s water temperature.

Inspection Finding

The home was not able to demonstrate detailed practices for addressing failures of the temperature control systems in the home, specifically the window and the central air conditioning units. The home did not document procedures implemented and did not ensure that timely action is taken to deal with the extreme heat in the home. Further, the home did not ensure procedures were put in place for routine maintenance of the ventilation system.

Outcome

The Licensee must take corrective action to achieve compliance.

3. The Licensee failed to comply with O. Reg. 166/11, s. 18: Pest Control

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

18. (2) The Licensee shall document the procedures implemented.

Inspection Finding

At the time of the inspection, the home was unable to demonstrate which residents/resident’s rooms are affected by pests. The home does not document the procedures implemented in terms of how many rooms are affected or which areas staff has reported that need treatment.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

4. The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.

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

- 27. (5)** The licensee of a retirement home shall ensure that,
- (0.b) all reasonable steps are taken in the retirement home to follow,
 - (i) any directive respecting coronavirus (COVID-19) issued to long-term care homes by the Chief Medical Officer of Health under section 77.7 of the Health Protection and Promotion Act,

Inspection Finding

The home is not meeting the directives given by the Chief Medical Officer of Health related to active screening as residents who leave the home for short visits are not being screened when they return to the home.

Outcome

The Licensee as advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

5. The Licensee failed to comply with O. Reg. 166/11, s. 29; Administration of drugs or other substances.

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

- 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.

Inspection Finding

Evidence shows that staff did not administer medications as ordered to a resident.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**6. 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 home was unable to demonstrate that one staff member has had current and ongoing training in zero tolerance of abuse and neglect.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

7. The Licensee failed to comply with an order made under s. 90 RHA, S.O. 2010.

Inspection Finding

Inspection revealed that the Licensee is in contravention with compliance orders 2020-S0159-90-01 regarding Pest Control and 2020-S0159-90-02 regarding Infection Prevention and Control

Outcome

The Licensee has advised it has 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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector  RN	Date October 21, 2020
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