

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

Inspection Information	
Date of Inspection: November 17, 2020	Name of Inspector: Tania Buko
Inspection Type: Routine Inspection	
Licensee: River Gardens Retirement Stratford Inc / 10 Romeo Street, Stratford, ON N5A 5M7 (the "Licensee")	
Retirement Home: River Gardens Retirement Residence / 10 Romeo Street, Stratford, ON N5A 5M7 (the "home")	
Licence Number: S0136	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>73. (2) The procedure shall comply with the regulations.</p>
<p>Inspection Finding</p> <p>The Licensee's current complaints management policy is not aligned with the legislation. Specifically, the policy does not include information that complaints are to be immediately investigated if allege harm or risk of harm O.Reg 59 (1)(1); that a complaint will be resolved and response provided within 10 business days of receipt of complaint O.Reg 59(1)(2); how the home will manage complaints that cannot be investigated and resolved within 10 business days O.Reg 59(1)(3); and information in relation to the response to the complainant, O. Reg. 59 (1)(4)(i)(ii).</p>
<p>Outcome</p> <p>At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each</p>

resident of the home that sets out,
(b) the planned care services for the resident that the licensee will provide, including,
(iii) clear directions to the licensee's staff who provide direct care to the resident;

Inspection Finding

The evidence showed not all plans of care have clear directions to staff in relation to the care service of assistance with bathing.

Outcome

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

- 3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Additional training for direct care staff.
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. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (a) the Residents' Bill of Rights;
- (b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (c) the protection afforded for whistle-blowing described in section 115;
- (d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

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.

65. (5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

- 3. Behaviour management.

14. (1) For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

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 routine inspection revealed the Licensee failed to ensure that all staff were trained in the noted areas prior to the commencement of work in the home, and that all staff completed their annual training in all the required areas.

Outcome

The Licensee must take corrective action to achieve compliance.

4. 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. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

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,

(iv) violent outbursts;

Inspection Finding

The Licensee failed to ensure arrangements with community partners responding to an emergency were current, and the home was unable to demonstrate that annual testing of the home's emergency plan was completed in the noted area.

Outcome

The Licensee submitted a plan to achieve compliance by December 31, 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 December 18, 2020
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