

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

| Inspection Information | |
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| Date of Inspection: May 27, 2021 | Name of Inspector: Douglas Crust |
| Inspection Type: Routine Inspection | |
| Licensee: Tomclo Properties Ltd. / 860 The Greenway, Mississauga, ON L5G 1P6 (the "Licensee") | |
| Retirement Home: Greenway Lodge Retirement Home / 860 The Greenway, Mississauga, ON L5G 1P6 (the "home") | |
| Licence Number: T0190 | |

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

| NON-COMPLIANCE |
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| <p>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 O. Reg. 166/11, s. 47; Development of plan of care. The Licensee failed to comply with O. Reg. 166/11, s. 48; Approval of the plan of care.</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 resident of the home that sets out,</p> <ul style="list-style-type: none"> (b) the planned care services for the resident that the licensee will provide, including, <ul style="list-style-type: none"> (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; (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; <p>47. (5) If an assessment of a resident indicates that the resident's care needs may include dementia care, skin and wound care or the use of a personal assistance services device, the licensee shall ensure that an interdisciplinary care conference is held as part of the development of the resident's plan of care and that the resident's plan of care takes into account the results of the care conference.</p> <p>48. (2) For the purposes of paragraph 2 of subsection 62 (9) of the Act, if an assessment of a resident indicates that the resident's care needs may include dementia care, skin and wound care or the use of a personal assistance services device, the licensee shall ensure that the resident's plan of care is approved by a member of the College of Physicians and Surgeons of Ontario or the College of Nurses of Ontario.</p> |

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| <p>Inspection Finding</p> <p>The plans of care for the most recent admission to the Home were inspected. The plan of care for a resident with a confirmed diagnosis of dementia did not contain the listed items. The plan of care was not approved by a person prescribed under the Regulation. Finally, there was no evidence that a multidisciplinary care conference had taken place as part of the development of the plan of care, as prescribed under the legislation.</p> |
| <p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by June 30, 2021. RHRA to confirm compliance by inspection.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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,</p> <p style="padding-left: 40px;">(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;</p> |
| <p>Inspection Finding</p> <p>There was no written evidence that a drug administered to one resident had been prescribed by an authorized person under the legislation.</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>3. The Licensee failed to comply with O. Reg. 166/11, s. 21; Hazardous substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>21. (2) Every licensee of a retirement home shall ensure that all hazardous substances used by staff of the home or under their control are labelled properly and are kept inaccessible to residents at all times.</p> |
| <p>Inspection Finding</p> <p>At the time of the inspection, a storage closet used to store hazardous substances was observed to be unlocked. Although the closet itself had a lock, staff stated that they had never had a key, and so the closet had not been locked at any time when they were working in the Home.</p> |
| <p>Outcome</p> |


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>.

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| Signature of Inspector  | Date June 13, 2021 |
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