

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

Inspection Information	
Date of Inspection: July 8, 2021	Name of Inspector: Ingrid Boiago
Inspection Type: Mandatory Reporting Inspection	
Licensee: 480313 Ontario Inc. / 335 Dundas Street, Waterdown, ON L0R 2H0 (the "Licensee")	
Retirement Home: Waterdown Manor / 335 Dundas Street, Waterdown, ON L0R 2H0 (the "home")	
Licence Number: T0184	

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> <ul style="list-style-type: none"> (a) if the licensee is the sole provider of the resident's meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal; (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; (d) the menu cycle changes at least every 21 days; (e) the menu includes alternative entrée choices at each meal; (f) an individualized menu is developed for the resident if the resident's needs cannot be met through the home's menu cycle; (g) the resident is informed of his or her daily and weekly menu options; (h) the resident is given sufficient time to eat at his or her own pace;
<p>Inspection Finding</p> <p>The Licensee failed to ensure that residents received adequate and nutritious meals; additionally, they failed to provide snacks between meals, a varied menu cycle, and failed to give residents sufficient time to eat at their own pace.</p>

Outcome

The Licensee must take corrective action to achieve compliance.

2. The Licensee failed to comply with O. Reg. 166/11, s. 19; Maintenance.

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

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 Licensee failed to ensure remedial maintenance of the air conditioning system within the home.

Outcome

The Licensee must take corrective action to achieve compliance.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.
The Licensee failed to comply with O. Reg. 166/11, s. 16; Temperature control.**

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

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

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

Inspection Finding

The Licensee failed to ensure timely action was taken to deal with extreme temperature changes in the home, resulting in residents suffering from heat stroke/exhaustion and at least one resident being hospitalized.

Outcome

The Licensee must take corrective action to achieve compliance.

4. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.

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

20. (2) The licensee shall ensure that all foods and fluids used in food preparation are prepared, stored, and served using methods to prevent contamination and food borne illness.


<p>Inspection Finding</p> <p>The Licensee failed to ensure that foods used in the food preparation were prepared to prevent contamination and food borne illness.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p>5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <ul style="list-style-type: none"> (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; (e) injury prevention; (f) fire prevention and safety; (g) the licensee’s emergency evacuation plan for the home mentioned in subsection 60 (3); (h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4); (i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person’s duties;
<p>Inspection Finding</p> <p>The Licensee failed to ensure that staff working in the home have received the appropriate training in all areas as prescribed in the Act.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>

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 August 30, 2021
---	-----------------------------