

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

Inspection Information	
<b>Date of Inspection:</b> August 30, 2021	<b>Name of Inspector:</b> Rachelle Harber
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Jah-Jireh Seniors Ministry Association / 4505 30 Road, Beamsville, ON L0R 1B3 (the "Licensee")	
<b>Retirement Home:</b> Jah-Jireh Seniors Ministry Association / 4505 30 Road, Beamsville, ON L0R 1B3 (the "home")	
<b>Licence Number:</b> S0208	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>73. (2)</u></b> The procedure shall comply with the regulations.</p>
<p><b>Inspection Finding</b></p> <p>Evidence shows that the home does not have a consistent procedure for complaints that complies with the Regulations.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by September 30, 2021. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>62. (9)</u></b> The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:</p> <p>1. The resident or the resident's substitute decision-maker.</p>

**Inspection Finding**

Evidence shows that even though the home has put forth an effort to review and revise all plans of care, they have not been able to demonstrate that the plans of care have been approved by the resident or the residents substitute decision-maker and that a copy is provided to them.

**Outcome**

The Licensee submitted a plan to achieve compliance by September 30, 2021. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.**

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

- 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;

**Inspection Finding**

The Licensee was unable to demonstrate that a complete written record is prepared and that there is evidence of physicians orders for all drugs or other substances that the Licensee administers to the residents in the home.

**Outcome**

The Licensee submitted a plan to achieve compliance by September 30, 2021. RHRA to confirm compliance by inspection.

**4. 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):

- 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 Licensee was unable to demonstrate that all staff has received the required training in the procedure

for complaints to Licensee.

**Outcome**

The Licensee submitted a plan to achieve compliance by September 30, 2021. RHRA to confirm compliance by inspection.

- 5. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.  
The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.**

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

**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,

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iii) medical emergencies,
- (iv) violent outbursts;

**25. (3)** The licensee shall ensure that the emergency plan provides for the following:

3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.

**Inspection Finding**

The Licensee failed to meet the legislative requirements related to the emergency plan as listed.

**Outcome**

The Licensee submitted a plan to achieve compliance by September 30, 2021. RHRA to confirm compliance by inspection.

- 6. 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 Licensee was not able to demonstrate that the home's visitors policy meets the legislative requirements.

**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 September 16, 2021
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