

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

| Inspection Information | |
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| Date of Inspection: October 15, 2021 | Name of Inspector: Ingrid Boiago RN |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Jovanka Jovic / 143 Madison Avenue, Kitchener, ON N2G 3M4 (the "Licensee") | |
| Retirement Home: Zora Srpski Dom / 143 Madison Avenue, Kitchener, ON N2G 3M4 (the "home") | |
| Licence Number: T0504 | |

| Purpose of Inspection |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>30. If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,</p> <p>(b) controlled substances as defined in the Controlled Drugs and Substances Act (Canada) are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart;</p> |
| <p>Inspection Finding</p> <p>While the Licensee did have a separate container for Controlled Drugs and Substances in the medication cart, it was not stationary or double locked.</p> |
| <p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 36; Contenance care.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>36. (2) If, as part of the continence care program, a licensee provides continence care products to a resident, the licensee shall,</p> <p>(a) provide products that,</p> <p>(ii) properly fit the resident,</p> |

(iii) promote the resident’s comfort, ease of use, dignity and good skin integrity,

Inspection Finding

The Licensee failed to provide continence care and products that properly fit the resident, promote the resident's comfort, ease of use, dignity and good skin integrity by placing them in multiple briefs and putting plastic covers on their beds not designed for this use.

Outcome

The Licensee must take corrective action to achieve compliance.

3. 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 failed to comply with the directives regarding active screening protocol by failing to initiate screening and failing to ask appropriate screening questions.

Outcome

The Licensee must take corrective action to achieve compliance.

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  RN | Date December 8, 2021 |
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