

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

Inspection Information	
<b>Date of Inspection:</b> May 3, 2022	<b>Name of Inspector:</b> Cindy Ma
<b>Inspection Type:</b> Compliance Inspection	
<b>Licensee:</b> MC Realty Holding LP / 117 Peter Street, Toronto, ON M5V 0M3 (the "Licensee")	
<b>Retirement Home:</b> McCowan Retirement Residence / 2881 Eglinton Avenue , Toronto, ON M1J 0A2 (the "home")	
<b>Licence Number:</b> T0588	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (1)</b> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <p>4. A response shall be made to the person who made the complaint, indicating,</p> <p>i. what the licensee has done to resolve the complaint,</p> <p>ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p> <p><b>59. (2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p>(d) the final resolution, if any, of the complaint;</p> <p>(e) every date on which any response was provided to the complainant and a description of the response;</p> <p>(f) any response made in turn by the complainant.</p>
<p><b>Inspection Finding</b></p> <p>The RHRA conducted an inspection at the Home to confirm corrective actions taken related to a previous inspection. During the inspection, the inspector reviewed the Licensee's complaints log and noted that the Licensee failed to ensure that all complaints had documentation demonstrating that the Licensee provided the complainant a response; that the complaint was resolved, any response made in turn by the complainant and what was the final resolution, if any. The Licensee failed to ensure that their written record of a complaint included all the required elements.</p>

<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. 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><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (9)</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> <ol style="list-style-type: none"> <li>1. The resident or the resident’s substitute decision-maker.</li> </ol> <p><b>62. (12)</b> The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,</p> <p>(b) the resident’s care needs change or the care services set out in the plan are no longer necessary.</p>
<p><b>Inspection Finding</b></p> <p>The plans of care for three residents were inspected. The inspector found that two of the service plans were not approved appropriately, as there was no evidence that the plans had been approved by the residents or the resident's substitute decision maker. Further, the Licensee did not update a resident’s plan of care as the resident’s needs relating to wound care management changed.</p>
<p><b>Outcome</b></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 	Date  May 24, 2022
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