

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

Inspection Information	
<b>Date of Inspection:</b> May 9, 2022	<b>Name of Inspector:</b> Cindy Ma
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> HCN-Revera Lessee (Annex) LP / 5015 Spectrum Way, Mississauga, ON L4W 0E4 (the "Licensee")	
<b>Retirement Home:</b> The Annex / 123 Spadina Road, Toronto, ON M5R 2T1 (the "home")	
<b>Licence Number:</b> T0427	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <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>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p>(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.</p>
<p><b>Inspection Finding</b></p> <p>A review of a resident's record who was identified as having responsive behaviours indicated that the Licensee had not developed a behaviour management strategy that included techniques and strategies to prevent and address the resident's behaviours. Further, the Licensee failed to ensure that the resident's plan of care was updated as the resident's care needs changed in relation to behaviour management. The Licensee failed to implement their behaviour management strategy.</p>
<p><b>Outcome</b></p>

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

- 2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Involvement of resident, etc..  
The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.**

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

**62. (5)** The licensee shall ensure that the resident, the resident’s substitute decision-maker, if any, and any other persons designated by the resident or substitute decision-maker are given an opportunity to participate in the development, implementation and reviews of the resident’s plan of care.

**62. (9)** 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:

1. The resident or the resident’s substitute decision-maker.

**Inspection Finding**

The plans of care for two residents were inspected. The inspector found the service plans were not approved appropriately, as there was no evidence that the plans had been approved by the resident’s substitute decision maker. In addition, there was no evidence provided to show that the resident's substitute decision maker was given an opportunity to participate in the development of the plan. The Licensee failed to ensure the plans were in compliance with the legislation.

**Outcome**

The Licensee submitted a plan to achieve compliance by May 31st, 2022. RHRA to confirm compliance by following up with the Licensee or 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 	Date  May 25, 2022
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