

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

Inspection Information	
<b>Date of Inspection:</b> May 10, 2022	<b>Name of Inspector:</b> Heather Pozzo
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> HCN-Revera Lessee (Kingsway) LP / 5015 Spectrum Way, Mississauga, ON L4W 0E4 (the "Licensee")	
<b>Retirement Home:</b> Kingsway / 4251 Dundas Street , Etobicoke, ON M8X 2Z5 (the "home")	
<b>Licence Number:</b> T0423	

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 O. Reg. 166/11, s. 22; Risk of falls.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>22. (2)</b> If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that,</p> <p>(a) there is a timely and appropriate response to the fall;</p> <p>(c) the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee reported to the RHRA of a resident having an assisted fall that resulted in an injury. The inspector reviewed and interviewed staff and documents relating to the fall and found that the Registered Staff had not recognized the event as a fall and therefore did not implement their falls policy which meant there was no timely or appropriate response to the fall and sustained injury.</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. 74; Licensee's duty to respond to incidents of wrongdoing.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

- 74.** Every licensee of a retirement home shall ensure that,
- (a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:
    - (ii) neglect of a resident of the home by the licensee or the staff of the home.

**Inspection Finding**

Despite having reasonable grounds to do so, the Licensee failed to immediately investigate suspected neglect of a resident by waiting 8 days to commence an investigation into whether a resident received a timely and appropriate response to a fall and sustained injury.

**Outcome**

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

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.**

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

- 75. (1)** A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:
- 2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

**Inspection Finding**

Despite having reasonable grounds to suspect, the Licensee failed to immediately report possible neglect of a resident by waiting 15 days to report to the RHRA.

**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 	Date May 26, 2022
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