

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

Inspection Information	
Date of Inspection: May 30, 2022	Name of Inspector: Tania Buko
Inspection Type: Mandatory Reporting Inspection	
Licensee: Lutheran Homes Kitchener-Waterloo / 2727 Kingsway Drive, Kitchener, ON N2C 1A7 (the "Licensee")	
Retirement Home: Trinity Village Studios / 2711 Kingsway Drive, Kitchener, ON N2C 2T2 (the "home")	
Licence Number: T0008	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The Licensee reported an incident of witnessed resident-to-resident physical abuse to the RHRA. The Inspector interviewed staff, as well as reviewed records of the incident, the Licensee's policies, and resident's care files. The Inspector found that the home's zero tolerance of abuse and neglect policy was not fully complied with as the resident's substitute decision-maker was not notified of the results of the home's investigation of the incident. The Inspector confirmed the Licensee failed to fully comply with the home's zero tolerance of abuse and neglect policy.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,
 (b) the planned care services for the resident that the licensee will provide, including,
 (iii) clear directions to the licensee’s staff who provide direct care to the resident.

Inspection Finding

While conducting this inspection, the Inspector followed up on an area of previous non-compliance relating to plans of care and reviewed related documents. The Inspector found the Licensee failed to ensure there were documented clear directions to staff for the provision of assistance with bathing and/or dressing for two residents.

Outcome

The Licensee has demonstrated 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 <p style="text-align: center;"><i>Tania Buko</i></p>	Date <p style="text-align: center;">June 22, 2022</p>
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