

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

Inspection Information	
<b>Date of Inspection:</b> August 8, 2022	<b>Name of Inspector:</b> Cindy Ma
<b>Inspection Type:</b> Routine 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 conducts routine inspections as set out in section 77(3) 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. 21; Hazardous substances.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>21. (2)</b> Every licensee of a retirement home shall ensure that all hazardous substances used by staff of the home or under their control are labelled properly and are kept inaccessible to residents at all times.</p>
<p><b>Inspection Finding</b></p> <p>At the time of the inspection, the inspector's observations revealed that the Licensee did not ensure that all hazardous substances used by staff of the home were kept inaccessible to residents at all times. Specifically, the housekeeping cart was left unlocked while unattended.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by August 25th, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>2. 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>

- i. what the licensee has done to resolve the complaint,
  - ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.
2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.

**59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,  
(f) any response made in turn by the complainant.

**Inspection Finding**

At the time of the inspection, the inspector reviewed the Licensee’s complaint reports and found that two complaints did not have compliant written record. Specifically, the Licensee failed to document the details demonstrating that the Licensee provided the complainant a response; and any response made in turn by the complainant. The Licensee failed to ensure that their written records included all the required elements.

**Outcome**

The Licensee submitted a plan to achieve compliance by September 2nd, 2022. RHRA to confirm compliance by following up with the Licensee or 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:
- 1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.

**Inspection Finding**

During the inspection, the inspector identified that two incidents of improper or incompetent treatment or care of residents that resulted in risk of harm to the residents had occurred. The inspector reviewed the records and interviewed the Licensee’s Designated person and found that there was insufficient evidence to demonstrate that the Licensee reported the incidents to the RHRA immediately, as required.

**Outcome**

The Licensee submitted a plan to achieve compliance by September 2nd, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.**

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

- 23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

- (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;
- (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home.

**Inspection Finding**

The inspector reviewed a sample of resident service plans who were identified as having responsive behaviours and found that one of the service plans did not include techniques and strategies to prevent and address the resident's behaviours. The Licensee failed to comply with the requirements as prescribed by the legislation.

**Outcome**

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

**5. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.**

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

- 62. (12)** 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,
  - (b) the resident's care needs change or the care services set out in the plan are no longer necessary.

**Inspection Finding**

The inspector reviewed a sample of service plans and found that one of the service plans was not updated at the time the resident's care needs changed in relation to fall risk management. The Licensee failed to ensure the plan was in compliance with the legislation.

**Outcome**

At the time of the inspection, the Licensee was not in compliance. The home has since taken 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>.

Signature of Inspector 	Date  August 25, 2022
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