

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

Inspection Information	
Date of Inspection: September 8, 2022	Name of Inspector: Michele Davidson
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2540250 Ontario Limited / 117 Peter Street, Toronto, ON M5V 0M3 (the "Licensee")	
Retirement Home: Queens Estate Retirement Residence / 265 Queens Dr, Toronto, ON M6L 3E2 (the "home")	
Licence Number: T0539	

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 O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p> <p>(i) food service workers and staff assisting the resident are aware of the resident's diet, special needs and preferences;</p>
<p>Inspection Finding</p> <p>The RHRA received a report that a resident had been served food that was on her restricted list. The inspector reviewed the resident's file and documentation on diet restrictions. It was found that the Licensee did not ensure staff was made aware of the resident's diet.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 19; Maintenance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.</p>

19. (2) The maintenance program shall include policies and procedures for routine, preventative and remedial maintenance of the following in the retirement home:

3. If provided by the licensee, ventilation systems, air conditioning systems, hot water holding tanks and computerized systems monitoring the home's water temperature.

Inspection Finding

The inspector viewed and photographed an air conditioning unit that presented signs of moisture on the surrounding encasement. Evidence indicated that the unit had not received the required preventative maintenance.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. 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. 62; Assessment of resident.

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

62. (6) The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

Inspection Finding

The inspector reviewed resident documents and interviewed relevant personnel. Documentation showed that the resident's current plan of care did not contain all information from the resident's most recently completed assessment. The Licensee did not ensure that the resident's plan of care reflected the current needs.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. 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 <i>M. Davidson</i>	Date October 5, 2022
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