

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

Inspection Information	
Date of Inspection: September 28, 2022	Name of Inspector: Ingrid Boiago RN
Inspection Type: Mandatory Reporting Inspection	
Licensee: LP Hamilton Holdings Inc. / 323 LaFontaine Road, Tiny, ON L9M 0H1 (the "Licensee")	
Retirement Home: Valley Town Residence / 33 Main Street, Dundas, ON L9H 2P7 (the "home")	
Licence Number: S0515	

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. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) 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 style="padding-left: 40px;">3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p style="padding-left: 40px;">(a) the nature of each verbal or written complaint;</p> <p style="padding-left: 40px;">(b) the date that the complaint was received;</p> <p style="padding-left: 40px;">(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;</p> <p style="padding-left: 40px;">(d) the final resolution, if any, of the complaint;</p> <p style="padding-left: 40px;">(e) every date on which any response was provided to the complainant and a description of the response;</p> <p style="padding-left: 40px;">(f) any response made in turn by the complainant.</p>
<p>Inspection Finding</p> <p>A resident's family member had contacted the RHRA regarding several complaints they had brought forward to the home surrounding the conditions of the home which included a severe infestation of bed</p>

bugs which they also believe was the cause of a foot wound. As part of the inspection, the inspector reviewed the Licensee's complaints log and noted that there was no record of these complaints in writing, giving a specified date the complaint was received, nor were there listed responses that were provided to the reporter or resolutions to the reporter if any, or the reporter's response. The Licensee failed to ensure that they had dealt with the complaint in accordance with the legislation and kept a written record of these complaints as required.

Outcome

The Licensee must take corrective action to achieve compliance.

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.

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

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

Inspection Finding

The inspector observed one resident's room and their bed including linen, pillow and mattress to be heavily infested with bed bugs and their own blood. Through interviews with staff, it was evidenced that the staff had reported the infestation to management for some time. The resident laid in the heavily infested bed for long periods and as a result of the itching and their scratching, developed wounds on their feet/ankles. The Licensee failed to protect the resident from neglect due to their inaction of providing services to treat and eliminate the bed bug infestation which was directly affecting the resident's health and comfort and wellbeing.

Outcome

The Licensee must take corrective action to achieve compliance.

3. The Licensee failed to comply with O. Reg. 166/11, s. 18; Pest control.

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

18. (3) The licensee shall ensure that timely action is taken to deal with pests in the retirement home.

Inspection Finding

During the course of the inspection and in speaking to staff, it was noted that staff have repeatedly reported a significant bed bug infestation, which was impacting residents and staff, to the licensee over a period of time. However, it was not until a complaint was made to the RHRA that the licensee took action to deal with pests in the home and therefore did not act in a timely manner.

Outcome


The Licensee must take 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  RN	Date October 18, 2022
---	------------------------------