

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: September 1, 2022	Name of Inspector: Shara Bundy
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (Greenway) LP / 5015 Spectrum Way, Mississauga, ON L4W OE4 (the "Licensee")	
Retirement Home: Greenway Retirement Village / 100 Ken Whillans Drive, Brampton, ON L6V 0A4 (the "home")	
License Number: T0448	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
1. 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; (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.
Inspection Finding The Licensee reported an incident of resident-to-resident abuse that occurred in the Home. An inspection was completed in response to the report during which the inspector interviewed staff, and reviewed incident documentation. The inspector found that this was not an isolated incident with the resident. The inspection revealed that the home failed to follow their Behaviour Management Policy after every incident as they had failed to develop and implement strategies for prevention and management of behaviours for this resident with a history of physically responsive behaviours and elopement, that posed a risk of harm to the resident and others in the home. Additionally, the home failed monitor the resident after an episode of physically responsive behaviour that posed a risk of harm to another resident. The Licensee failed to fully comply with the home's Behaviour Management Policy.

Outcome

The Licensee submitted a plan to achieve compliance by November 27, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.

2. 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 the health file for a resident with a history of physically responsive behaviours that pose a risk of harm to the resident and others in the Home and found that the home failed to reassess and revise the plan of care for this resident as the resident's care needs changed regarding the responsive behaviours. The Licensee failed to reassess and revise the plan of care as required.

Outcome

The Licensee submitted a plan to achieve compliance by November 27, 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. 67; Policy to promote zero tolerance.

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

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.

Inspection Finding

The Licensee failed to follow their Zero Tolerance of Abuse policy and report all relevant incidents of alleged resident to resident physical abuse to the police.

Outcome

The Licensee submitted a plan to achieve compliance by November 27, 2022. 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>Shara Bundy</i>	Date October 26, 2022
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