

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

Inspection Information	
<b>Date of Inspection:</b> October 19, 2022	<b>Name of Inspector:</b> Chelisa Karran
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> 10592293 Canada Corporation / 3551 Garrad Road, Whitby, ON L1R 3L1 (the "Licensee")	
<b>Retirement Home:</b> Hillside Haven / 54 Ranney Street , Campbellford, ON K0L 1L0 (the "home")	
<b>Licence Number:</b> T0553	

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 the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (12)</b> 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,</p>
<p><b>Inspection Finding</b></p> <p>The inspector reviewed resident files and found that the Licensee failed to provide evidence that plans of care for at least two residents were developed within the last 6 months.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 4, 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. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the</p>

resident or others in the home;

**Inspection Finding**

The inspector found the the Licensee failed to develop behavior a behavior management strategy with techniques and interventions to address and prevent behaviors that pose a risk to other residents.

**Outcome**

The Licensee submitted a plan to achieve compliance by December 4, 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. 65; Training.**
- The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.**
- The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.**
- The Licensee failed to comply with O. Reg. 166/11, s. 27; Infection prevention and control program.**

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

**65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (a) the Residents’ Bill of Rights;
- (b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (c) the protection afforded for whistle-blowing described in section 115;
- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

**65. (4)** The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

**14. (1)** For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.

**14. (2)** For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

**27. (9)** The licensee shall ensure that each staff member who works in the retirement home receives training on how to reduce the incidence of infectious disease transmission, including,

- (a) the need for and method of maintaining proper hand hygiene and method of preventing cross contamination, including proper handling of soiled linens, the protection of uniforms, and the separation of clean and dirty items;
- (b) the need for and process of reporting, providing surveillance of and documenting incidents of infectious illness.

<p><b>Inspection Finding</b></p> <p>The Licensee failed to provide evidence that staff were trained in the required areas.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 4, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 32; Records.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>32.</b> If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991;</p>
<p><b>Inspection Finding</b></p> <p>Resident files were reviewed and the Licensee failed to provide evidence that the drugs being administered were prescribed by someone authorized to prescribe them.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 4, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>5. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>24. (5)</b> The licensee shall,</p> <p style="padding-left: 40px;">(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,</p> <p style="padding-left: 80px;">(ii) situations involving a missing resident,</p> <p style="padding-left: 80px;">(i) the loss of essential services,</p> <p style="padding-left: 80px;">(iii) medical emergencies,</p> <p style="padding-left: 80px;">(iv) violent outbursts;</p>
<p><b>Inspection Finding</b></p> <p>The inspector found that the licensee failed to provide evidence that the emergency plan was tested in the required areas such as loss of essential services, missing residents, violent outbursts and medical emergencies.</p>

**Outcome**

The Licensee submitted a plan to achieve compliance by December 4, 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



Date

November 9, 2022