

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

Inspection Information	
<b>Date of Inspection:</b> November 10, 2022	<b>Name of Inspector:</b> Douglas Crust
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> MC Realty Holding LP / 117 Peter Street, Toronto, ON M5V 0M3 (the "Licensee")	
<b>Retirement Home:</b> McCowan Retirement Residence / 2881 Eglinton Avenue , Toronto, ON M1J 0A2 (the "home")	
<b>Licence Number:</b> T0588	

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; Contents of plan.</b>  <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.</b>  <b>The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (4)</b> The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,</p> <p style="padding-left: 40px;">(b) the planned care services for the resident that the licensee will provide, including,</p> <p style="padding-left: 80px;">(i) the details of the services,</p> <p style="padding-left: 80px;">(ii) the goals that the services are intended to achieve,</p> <p style="padding-left: 80px;">(iii) clear directions to the licensee’s staff who provide direct care to the resident;</p> <p style="padding-left: 40px;">(a) the care services that are part of a package of care services that the resident is entitled to receive under the resident’s agreement with the licensee, whether or not the resident receives the services;</p> <p><b>62. (9)</b> The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:</p> <p style="padding-left: 40px;">1. The resident or the resident’s substitute decision-maker.</p> <p style="padding-left: 40px;">2. The prescribed person if there is a person prescribed for the purpose of this paragraph.</p>

**43. (1)** Subject to section 45, no later than two days after a resident commences residency in a retirement home, the licensee of the home shall ensure that an initial assessment of the resident's immediate care needs is conducted.

**47. (1)** Subject to subsection (4), as soon as possible and not later than two days after a resident commences residency in a retirement home, the licensee of a retirement home shall develop an initial plan of care for the resident based on the initial assessment of the resident's immediate care needs conducted under section 43 that includes all of the information listed in subsection 62 (4) of the Act that is relevant to the resident's immediate care needs.

**Inspection Finding**

The inspector reviewed a sample of four resident care files. For the plan of care for resident # 1, the care services the resident is entitled to receive and the care services actually received are not listed on the plan. There is evidence that the plan was approved, but no evidence that a copy was provided to the resident or substitute decision maker. For the plan of care for resident # 2, there was no evidence of an initial assessment of the resident, and the plan of care does not list all of the care services available to the resident and does not include each of the care services the resident receives, the goals of those services or details of the care services provided to the resident. The plan of care was not approved by either the resident or substitute decision maker, or an approved person on behalf of the Licensee and there was no evidence that a copy of the plan was provided, as prescribed. For the plan of care for resident # 3, the plan of care does not list all of the care services available to the resident and does not include each of the care services the resident receives, the goals of those services or details of the care services provided to the resident. The plan is approved but there is no evidence that a copy was given to the resident or the resident's substitute decision maker, as prescribed. For the plan of care for resident # 4, the plan did not include all of the available care services which the resident was eligible to receive, and the plan of care was not developed within the prescribed period of time. The Licensee failed to ensure that the prescribed requirements for resident assessments and resident plans of care were met.

**Outcome**


The Licensee submitted a plan to achieve compliance by January 5, 2023. 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 December 5, 2022
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