

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

Inspection Information	
Date of Inspection: January 11, 2023	Name of Inspector: Angela Butler
Inspection Type: Mandatory Reporting Inspection	
Licensee: 2344280 Ontario Inc. / 79 David Street, London, ON N6P 1B4 (the "Licensee")	
Retirement Home: Ashwood Manor / 79 David Street, London, ON N6P 1B4 (the "home")	
Licence Number: S0425	

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 the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>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.</p>
<p>Inspection Finding</p> <p>A report was made to RHRA regarding an allegation of verbal abuse of a resident by a staff member. As part of the inspection in response to the allegation, the inspector reviewed the Licensee's Zero Tolerance of Abuse and Neglect Policy, the resident's care file, the employee's personal file and interviewed relevant staff and residents. The inspector found that the Licensee had failed to follow their Zero Tolerance of Abuse and Neglect Policy by completing a full investigation and taking appropriate measures as outlined in their policies. The Licensee did not ensure the Zero Tolerance of Abuse and Neglect Policy was complied with fully.</p>
<p>Outcome</p> <p>The Licensee has demonstrated it has taken corrective action to achieve compliance.</p>
<p>2. 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.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

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. (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.

14. (5) The licensee shall ensure that the persons who are required to receive the training described in subsection 65 (5) of the Act receive that training on an ongoing basis, namely at least annually after receiving the training described in subsection (4).

Inspection Finding

The inspector reviewed the training records for the staff involved in the verbal abuse incident in the areas of Zero tolerance of abuse, Bill of Rights, Whistle Blower protection, Complaints, and behaviour management and found that this staff member had not completed the training in 2021 or 2022 in the relevant areas. The home was not able to demonstrate annual training was being completed in alignment with the regulations.

Outcome

The Licensee submitted a plan to achieve compliance by February 3, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

3. The Licensee failed to comply with O. Reg. 166/11, s. 20; Food preparation.

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

20. (4) The licensee shall ensure that whenever food is prepared in the retirement home, at least one person involved in preparing the food,
 (a) holds a current certificate in food handler training from a local board of health or an agency of the board of health;

Inspection Finding

As part of the inspection, the inspector reviewed the subject staff member's employee file and found that their Safe Food Handlers certificate had expired on May 30, 2022. The home failed to ensure that the staff person preparing food held a current certificate in food handler training.

Outcome


The Licensee has demonstrated it has taken 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 February 2, 2023
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