

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

Inspection Information	
Date of Inspection: January 18, 2023	Name of Inspector: Shara Bundy
Inspection Type: Routine Inspection	
Licensee: Shepherd Village Inc. / 3758 Shepherd Avenue, Toronto, ON M1T 3K9 (the "Licensee")	
Retirement Home: Shepherd Terrace Retirement Residence / 3758 Sheppard Avenue, Toronto, ON M1T 3K9 (the "home")	
Licence Number: T0012	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (1) When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.</p> <p>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,</p> <p style="padding-left: 40px;">(b) the resident's care needs change or the care services set out in the plan are no longer necessary.</p>
<p>Inspection Finding</p> <p>The inspector reviewed the health files for 5 residents and found that the Assessments and Plans of Care for recently admitted residents had not been completed within the required time frame. Additionally the Licensee failed to ensure the Assessments and Plans of Care are reviewed and revised every six months and when a resident's care needs change. The Licensee failed to ensure that assessments and plans of care are completed as required.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by March 3, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>

2. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.

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

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 training documents for 3 staff members and found that the Licensee was unable to provide evidence that a staff member who is involved in the administration of medication, at the home, received training in, the ways of reducing the incidence of infectious disease, including maintaining proper hand hygiene, the safe disposal of syringes and other sharps, and recognizing an adverse drug reaction and taking appropriate action, annually as required. The Licensee failed to ensure that staff receive the required annual training.

Outcome

At the time of the inspection the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

3. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.

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

24. (5) The licensee shall,
(b) at least once every two years, conduct a planned evacuation of the retirement home.

Inspection Finding

The inspector reviewed the Licensee’s records of testing for their emergency plans and found that the Licensee failed to provide evidence that at least once every two years, a planned evacuation of the retirement home was conducted. The Licensee failed to ensure that their emergency plan testing was done as required.

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 <i>Shara Bundy</i>	Date February 23, 2023
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