

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

Inspection Information	
<b>Date of Inspection:</b> January 27, 2023	<b>Name of Inspector:</b> Jennifer Sarkis
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 1122121 Ontario Inc. / 1532 Pelham Street, Fonthill, ON L0S 1E3 (the "Licensee")	
<b>Retirement Home:</b> Shorthills Villa Retirement Community / 1532 Pelham Street, Fonthill, ON L0S 1E3 (the "home")	
<b>Licence Number:</b> S0011	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Contents.</b></p> <p><b>The Licensee failed to comply with O. Reg. 166/11, s. 15; Policy of zero tolerance of abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> 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><b>67. (5)</b> At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,</p> <ul style="list-style-type: none"> <li>(d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section;</li> <li>(e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;</li> <li>(g) comply with the prescribed requirements, if any, respecting the matters described in clauses (a) to (f);</li> <li>(f) set out the consequences for those who abuse or neglect residents;</li> <li>(h) deal with the additional matters, if any, that are prescribed.</li> </ul> <p><b>15. (3)</b> The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,</p>

- (a) contain procedures and interventions to assist and support residents who have been abused or neglected or allegedly abused or neglected;
- (a.1) contain an explanation of the prohibition on borrowing, receiving or holding a resident’s money or other property, as set out in section 57.1;
- (b) contain procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate;
- (c) identify measures and strategies to prevent abuse and neglect;
- (e) subject to subsection (4), provide that the licensee of the retirement home shall ensure that the resident and the resident’s substitute decision-makers, if any, are notified of the results of an investigation described in clause 67 (5) (e) of the Act immediately upon the completion of the investigation;
- (f) provide that the licensee of the retirement home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence;

**Inspection Finding**

A report was made to the RHRA that an alleged incident of resident-to-resident abuse had occurred. The inspector interviewed staff and the victims substitute decision maker, met with the victim, as well as reviewed records of the incident in the home. The inspector confirmed that the Licensee had reason to suspect that the incident may have constituted a criminal offence yet failed to contact police, as required by their zero tolerance of abuse policy. Additionally, in review of the Licensee's zero tolerance of abuse policy, there were several areas found within the policy that were missing from the required legislation that relates to reporting, procedures for investigation, consequences for those who abuse, and complying with the prescribed matters. The Licensee did not ensure their zero tolerance of abuse policy met the requirements and complied with fully.

**Outcome**

The Licensee has demonstrated it has taken corrective action to achieve compliance.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.**

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

- 75. (1)** A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:
  - 2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

**Inspection Finding**

The inspector reviewed the above mentioned incident of abuse, and found the Licensee failed to report the incident to the RHRA, as required. Additionally, while conducting this inspection, the inspector made a finding unrelated to the purpose of the inspection. The inspector found evidence through documentation in the home and interviews with staff that an additional incident of resident-to-resident abuse had occurred

and had not been reported to the RHRA. The Licensee failed to ensure that a witnessed incident of abuse was reported as required.

**Outcome**

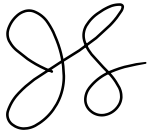
The Licensee has demonstrated it has taken corrective action to achieve compliance.

**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 	Date March 13, 2023
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