

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

Inspection Information	
<b>Date of Inspection:</b> January 17, 2023	<b>Name of Inspector:</b> Shara Bundy
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")	
<b>Retirement Home:</b> The Village of Erin Meadows / 2930 Erin Centre Blvd., Mississauga, ON L5M 7M4 (the "home")	
<b>Licence Number:</b> T0550	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Additional training for direct care staff.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (5)</b> The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:</p> <p>2. Mental health issues, including caring for persons with dementia.</p>
<p><b>Inspection Finding</b></p> <p>A report was made to RHRA which included allegations relating to the care of dementia care residents. As part of the inspection in response to the report, the inspector reviewed the resident's health file , as well as staff training records. The inspector interviewed staff and a resident's substitute decision maker. The inspector confirmed that the Licensee failed to ensure that the staff working on the dementia care unit completed the dementia care training annually as required.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by April 30, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</b></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Assessment of resident.</b></p> <p><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b></p>

**The Licensee failed to comply with O. Reg. 166/11, s. 47; Development of plan of care.**

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

**62. (4)** 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,

- (b) the planned care services for the resident that the licensee will provide, including,
  - (iii) clear directions to the licensee’s staff who provide direct care to the resident.

**62. (6)** The licensee shall ensure that the plan of care is based on an assessment of the resident and the needs and preferences of the resident.

**62. (12)** The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months.

**47. (7)** If one of the care services that the licensee provides to a resident is the provision of a meal, the resident’s plan of care is only complete if it includes a description of the food restrictions, food allergies and food sensitivities of the resident that are known.

**Inspection Finding**

As part of the inspection in response to the allegation, the inspector reviewed a resident’s care file and found that the licensee failed to ensure that a resident was reassessed every 6 months, and the plan of care was not based on an assessment of the resident’s needs. Additionally, the plan of care did not provide clear directions to the staff related to resident’s diet.

**Outcome**

The Licensee provided information indicating that corrective action was being taken, however, further action must be taken to achieve compliance with all areas outlined in the finding. 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. 40; Provision of a meal.**

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

**40.** If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,

- (i) food service workers and staff assisting the resident are aware of the resident’s diet, special needs and preferences.

**Inspection Finding**

The inspector reviewed the resident's health file and found that the Licensee failed to ensure that staff assisting the resident are aware of the resident’s diet, special needs and preferences related to the provision of a meal as required.

**Outcome**

The Licensee submitted a plan to achieve compliance by April 20, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.

**4. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

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

**59. (1)** Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

**Inspection Finding**

The inspector reviewed the documentation related to the management of complaints in the home and found that the Licensee failed to acknowledge the receipt of a complaint and provide a response to a complaint, within the required timeframe.

**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  April 21, 2023
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