

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

Inspection Information	
Date of Inspection: April 13, 2023	Name of Inspector: Pam Hand
Inspection Type: Routine Inspection	
Licensee: Revera Long Term Care Inc. / 5015 Spectrum Way, Mississauga, ON L4W 0E4 (the "Licensee")	
Retirement Home: Riverbend Place / 650 Coronation Boulevard, Cambridge, ON N1R 7S6 (the "home")	
Licence Number: T0206	

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; Reassessment and revision. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</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>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p>(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p>(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p> <p>(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</p>
Inspection Finding
During the routine inspection, the inspector viewed documents for a resident that experienced on-going issues of exit-seeking from the home which posed a risk to this resident. The Licensee could not produce any written behaviour management strategies or interventions that showed they were preventing the behaviour, nor consistent monitoring of the resident. The Licensee also failed to document the exit-seeking behaviour in the resident's plan of care.
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.

2. 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. (4) The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.

24. (5) The licensee shall,

(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,

- (i) the loss of essential services,
- (ii) situations involving a missing resident,
- (iv) violent outbursts;

(b) at least once every two years, conduct a planned evacuation of the retirement home;

Inspection Finding

The inspector reviewed the Licensee's records for their emergency plan and found that the Licensee did not have current agreements with community agencies and partner facilities that would be involved with responding to an emergency, and that the home had not conducted a full evacuation of the home in the previous 2 years. Further, the home could not produce documentation of the testing of the emergency plan during the past 12 months relating to loss of essential services, missing persons, and violent outbursts.

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.

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 May 4, 2023
---	-------------------------