

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

Inspection Information	
<b>Date of Inspection:</b> 9/18/2023	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Responsive Inspection – Mandatory Report	
<b>Licensee:</b> ACC-002444 - 2615412 Ontario Inc.	
<b>Retirement Home:</b> Park Street Place	
<b>License Number:</b> S0447	

**About Responsive Inspections**

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the “RHA”). An inspection being conducted does not infer that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.

Following a responsive inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home’s Residents’ Council, if one exists.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

**Concern(s)**

*During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the inspection and may take various actions to determine whether the licensee is compliant with the RHA in relating to the concern(s). Any findings of non-*

**Concern #1: CON-6584-Improper or Incompetent Treatment or Care**

**RHRA Inspector Findings**

The RHRA received anonymous reports alleging missed care, including assistance with bathing, in part due to insufficient staffing levels in the home. As part of the inspection in response to these allegations, the inspector spoke to residents, staff, and family members, as well as reviewed relevant documentation kept by the home. The inspector found that the home had significantly lower staffing levels on a number of occasions, and that several residents did not receive their bathing care on September 16th, 18th and the morning of September 21st, in accordance with their plans of care.

The Licensee failed to ensure that all care services set out in residents’ plans of care were provided as required.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**Concern #2: CON-6595-Unlawful conduct**

**RHRA Inspector Findings**

In response to the allegations of missed bathing care, the inspector spoke to the Licensee’s assistant who began operating as the

home's manager on September 17th. On September 21st, this individual provided information to the inspector indicating that missed bathing care from September 16th and 18th had since been provided to residents. This information was found to be false as it was contrary to the evidence gathered by the inspector through interviews and documentation in the home. Further, on September 22nd, this individual provided information to the inspector indicating that that missed bathing care on the morning of September 21st was subsequently provided during the afternoon of that day. This information was also found to be false as it was contrary to the evidence gathered by the inspector. This individual, given their position and access in the home, would have reasonably known that the information they provided to the inspector on September 21st and 22nd was false.

This individual knowingly provided false and misleading information to an RHRA inspector.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**Additional Findings**

*During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.*

**Not Applicable**

**Current Inspection – Citations**

*Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.*

**The Licensee failed to comply with the RHA s. 118.; False information**

**s. 118.; False information**

118. No person shall knowingly provide false or misleading information to an inspector, the Registrar or any person employed or retained by the Authority in any statement or document in respect of any matter relating to this Act or the regulations, whether made or given orally, on paper or electronically.

**The Licensee failed to comply with the RHA s. 62. (10); Compliance with plan**

**s. 62. (10); Compliance with plan**

62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

**Closed Citations**

*During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.*

**Not Applicable**

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of 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

*Julie Hebert*

Date

October 2, 2023

