

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

Inspection Information	
Date of Inspection: 9/5/2023	Name of Inspector: Shara Bundy
Inspection Type: Routine Inspection	
Licensee: ACC-002407 - 873888 Ontario Limited	
Retirement Home: Rosedale Retirement Residence	
License Number: T0408	

### About Routine Inspections

A routine inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. During a routine inspection, an RHRA inspector will walk through the home, speak to residents and staff, observe care services and conditions in the home, and ensure the licensee's management and staff follow mandatory policies and practices designed to protect the welfare of residents.

Following a routine 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 the licensee repeatedly does not meet the required standards, RHRA may take further action.

### Focus Areas

*During a routine inspection, an inspector will focus primarily on a set number of areas which have been identified as related to the health, safety and wellbeing of resident, and may take various actions to determine whether the licensee is compliant with the RHA in relating to the areas. The areas listed in this section are ones which an inspector has identified as non-compliant.*

#### Focus Area #1: Other Requirements

#### RHRA Inspector Findings

The inspector reviewed documentation provided during the inspection and found that the Licensee failed to provide evidence of police checks and vulnerable sector screens for the staff working in the home. The Licensee failed to obtain, at the time of hire, the required documentation for staff working in the home as required.

#### Outcome

The Licensee must take corrective action to achieve compliance.

#### Focus Area #2: Staff Training

**RHRA Inspector Findings**

The inspector reviewed staff training records and interviewed staff and found that a staff member had not been trained on the Licensee's Zero Tolerance of Abuse policy upon hire. The Licensee failed to ensure that staff were trained as required.

**Outcome**

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

**Additional Findings**

*During a routine inspection, an inspector may observe areas of non-compliance that are not related to the standard focus areas. 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.*

**Additional Finding#1: Food Preparation and Provision****RHRA Inspector Findings**

The inspector interviewed staff and observed the storage of food in the home and found that the Licensee failed to ensure that all foods and fluids used in food preparation are prepared, stored, and served using methods to prevent contamination and food borne illness, as required.

**Outcome**

The Licensee must take corrective action to achieve compliance.

**Current Inspection – Citations**

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

**The Licensee failed to comply with the RHA s. 13. (1); Hiring staff and volunteers****s. 13. (1); Hiring staff and volunteers**

13. (1) The police background check required by section 64 of the Act for a staff member or a volunteer working in a retirement home shall be,

**Specifically, the Licensee failed to comply with the following subsection(s):****s. 13. (1), (a)**

(a) conducted by a police force;

**The Licensee failed to comply with the RHA s. 13. (2); Hiring staff and volunteers****s. 13. (2); Hiring staff and volunteers**

13. (2) The police background check shall include a vulnerable sector screen to determine the person's suitability to be a staff member or volunteer in a retirement home and to protect residents from abuse and neglect.

**The Licensee failed to comply with the RHA s. 20. (2); Food preparation****s. 20. (2); Food preparation**

20. (2) The licensee shall ensure that all foods and fluids used in food preparation are prepared, stored, and served using methods to prevent contamination and food borne illness.

**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.*

**Retirement Homes Act, 2010:**

**s. 54. (1); Information for residents**

54. (1) Every licensee of a retirement home shall ensure that,

**s. 54. (1), (c)**

(c) the package of information is accurate and revised as necessary;

**s. 54. (1); Information for residents**

54. (1) Every licensee of a retirement home shall ensure that,

**s. 54. (1), (d)**

(d) any material revisions to the package of information are provided to any person who has received the original package and who is still a resident of the home or substitute decision-maker of a resident of the home.

**s. 54. (2); Contents**

54. (2) The package of information shall include, at a minimum,

**s. 54. (2), (u)**

(u) a statement as to whether the retirement home is required under subsection 60 (2) to have a resident-staff communication and response system and whether the home has such a system and, if so, details of the system;

**s. 65. (2); Training**

65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

**s. 65. (2), (b)**

(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;

**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  <i>Shara Bundy</i>	Date November 7, 2023
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