

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

Inspection Information	
Date of Inspection: 2/27/2024	Name of Inspector: Shyla Sittampalam, RN
Inspection Type: Routine Inspection	
Licensee: ACC-002827 - 2249000 Ontario Ltd.	
Retirement Home: Bethesda Home (67)	
License Number: T0294	

#### 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 a final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*.

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: Emergency Plan

#### RHRA Inspector Findings

The inspector reviewed the Licensee's records of testing for their emergency plans and the Licensee was unable to provide evidence of an emergency plan and testing of it for dealing with epidemics and pandemics.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #2: Medications****RHRA Inspector Findings**

The inspector reviewed the home's Medication Administration Records (MAR), physician orders for resident medications, and the medication cart. The inspector found that the Licensee did not have current physicians orders on record for medications being administered for three residents.

**Outcome**

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

**Focus Area #3: Resident Record, Assessment, Plan of Care****RHRA Inspector Findings**

The inspector reviewed a sample of resident care files and found one resident who was not reassessed within the required time period. The Licensee failed to ensure that the resident was reassessed as required.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

**Focus Area #4: Staff Training****RHRA Inspector Findings**

The inspector reviewed a sample of training records in the areas of Zero tolerance of abuse, Bill of Rights, Infection control, Whistle Blower protection, Personal Assistive Service Devices (PASDs), Fire prevention and safety, Emergency plans, Complaints, Behaviour management, care services and medication administration. The inspector found that training for care staff related to the care services provided by the Licensee was not completed. The Licensee failed to ensure requirements for training for all care services provided by care staff were met.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

**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.*

**Not Applicable**

## **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. 14. (5); Staff training**

#### **s. 14. (5); Staff training**

14. (5) The licensee shall ensure that the persons who are required to receive the training described in subsection 65 (5) of the Act receive that training on an ongoing basis, namely at least annually after receiving the training described in subsection (4).

### **The Licensee failed to comply with the RHA s. 24. (5); Emergency plan, general**

#### **s. 24. (5); Emergency plan, general**

24. (5) The licensee shall,

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

##### **s. 24. (5), (a)**

(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,

##### **s. 24. (5), (a), 3.1**

(iii.1) epidemics and pandemics,

### **The Licensee failed to comply with the RHA s. 25. (3); Emergency plan, retirement home with more than 10 residents**

#### **s. 25. (3); Emergency plan, retirement home with more than 10 residents**

25. (3) The licensee shall ensure that the emergency plan provides for the following:

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

##### **s. 25. (3), para. 1**

1. Dealing with,

##### **s. 25. (3), para. 1, 5.1**

v.1 epidemics and pandemics,

### **The Licensee failed to comply with the RHA s. 32.; Records**

#### **s. 32.; Records**

32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

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

##### **s. 32. (b)**

(b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991;

### **The Licensee failed to comply with the RHA s. 62. (12); Reassessment and revision**

#### **s. 62. (12); Reassessment and revision**

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.

**The Licensee failed to comply with the RHA s. 65. (5); Additional training for direct care staff**

**s. 65. (5); Additional training for direct care staff**

65. (5) 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:

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

**s. 65. (5), para. 5**

5. All other prescribed matters.

**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 Licensee may provide written comments regarding matters that are addressed in the above Draft Inspection Report. Comments must be submitted within 10 business days to:

Attention: Shyla Sittampalam, RN  
Retirement Homes Regulatory Authority  
55 York St, Suite 700  
Toronto, ON M5J 1R7  
[Shyla.Sittampalam@rhra.ca](mailto:Shyla.Sittampalam@rhra.ca)  
Fax: 1-855-630-3775

The Licensee's written comments will be considered in the preparation of a Final Inspection Report. For matters where corrective action is required, including action relating to a written request for compliance, the Licensee should set out any proposed plans for achieving compliance. Pursuant to section 77(14) of the RHA, if an inspection is conducted for the purpose of determining whether the Licensee of a retirement home is in compliance with the requirements of the RHA, a Final Inspection Report must be given to the Licensee, the Registrar of the Retirement Homes Regulatory Authority and the Home's Residents' Council, if any.

Signature of Inspector <i>Shyla Sittampalam, RN</i>	Date March 26, 2024
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