

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: 7/4/2024	Name of Inspector: Samantha Smith
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002407 - 873888 Ontario Limited	
Retirement Home: Dowling Rest Home	
License Number: T0409	

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 imply 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 relation to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.

Concern #1: CON-1240-Food

RHRA Inspector Findings

A report was made to RHRA which included multiple allegations relating to the care and safety of residents. As part of the inspection in response to the report, the inspector reviewed resident records, policies and procedures, interviewed staff and residents, and observed the home and function of equipment and devices. The inspector found that foods used in food preparation were not prepared, stored, and served using methods to prevent contamination and foodborne illness 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.

Concern #2: CON-1243-Neglect

RHRA Inspector Findings

A report was made to RHRA which included multiple allegations relating to the care and safety of residents. As part of the inspection in response to the report, the inspector reviewed resident records, policies and procedures, interviewed staff and residents, and observed the home and function of equipment and devices. The inspector found that a resident's assessment was incomplete and that the plan of care was missing critical details regarding strategies and interventions to reduce the risk of falls, as required. Furthermore, the inspector found evidence of the resident's falls that were not documented, as required by the home's Falls Prevention Policy.

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.

Concern #3: CON-1244-Building/maintenance

RHRA Inspector Findings

A report was made to RHRA which included multiple allegations relating to the care and safety of residents. As part of the inspection in response to the report, the inspector reviewed resident records, policies and procedures, interviewed staff and residents, and observed the home and function of equipment and devices. The inspector found that the Licensee failed to ensure the home's call bell system was operational and that there is a maintenance procedure in place to ensure operational systems are maintained in good repair, 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.

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. 19. (1); Maintenance

s. 19. (1); Maintenance

19. (1) Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

The Licensee failed to comply with the RHA s. 19. (2); Maintenance

s. 19. (2); Maintenance

19. (2) The maintenance program shall include policies and procedures for routine, preventative and remedial maintenance of the following in the retirement home:

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

s. 19. (2), para. 4

4. If provided by the licensee, equipment, devices, assistive aids, positioning aids and shower grab bars.

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.

The Licensee failed to comply with the RHA s. 22. (1); Risk of falls

s. 22. (1); Risk of falls

22. (1) Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.

The Licensee failed to comply with the RHA s. 22. (3); Risk of falls

s. 22. (3); Risk of falls

22. (3) If a resident of a retirement home falls in the home in circumstances other than those described in subsection (2) and the licensee or a staff member becomes aware of the fall, the licensee shall ensure that the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, 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.

Retirement Homes Act, 2010:

s. 62. (6); Assessment of 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.

Ontario Regulation 166/11:

s. 44. (1); Full assessment of care needs

44. (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted.

s. 44. (2); Full assessment of care needs

44. (2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

s. 44. (2), para. 2

2. Functional capacity.

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	Date
<i>Samantha Smith</i>	July 29, 2024