

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

Inspection Information	
Date of Inspection: July 23, 2024	Name of Inspector: Tania Buko
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-003175 - 2868928 ONTARIO INC.	
Retirement Home: Trillium Norwich	
License Number: S0539	

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-1431-Improper or Incompetent Treatment or Care**RHRA Inspector Findings**

A report was made to the RHRA regarding alleged improper or incompetent treatment or care of residents. As part of the inspection, the Inspector interviewed relevant individuals and reviewed various documents including resident care files. While the Inspector did not find evidence to support the allegations, non-compliance was found in relation to assessments and resident plans of care. Firstly, the Licensee failed to ensure their initial and full assessments considered all the required areas, specifically, presence of infectious diseases, risk of falls, known allergies, risk of wandering, risk of harm to others and the need for assistance with the activities of daily living. Secondly, the Licensee failed to ensure an initial plan of care was developed for a new resident. Lastly, the Licensee failed to ensure sufficient details and clear directions to staff were documented in a resident's plan of care in relation to the care service of continence care.

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.

Additional Finding #1: CON-1875-Emergency Plan**RHRA Inspector Findings**

While conducting this inspection, the Inspector followed up on areas of previous non-compliance in relation to the Licensee's emergency plan. The Inspector interviewed staff and found the Licensee again failed to ensure testing of their emergency plan was completed for situations involving the loss of essential services and the Licensee's pandemic and epidemic plan. In addition, the Licensee failed to ensure arrangements were in place with community partners to respond to an emergency at the home.

Outcome

The Licensee submitted a plan to achieve compliance by Monday September 30, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Additional Finding #2: CON-1888-Maintenance**RHRA Inspector Findings**

While conducting this inspection, the Inspector made a finding unrelated to the purpose of the inspection. The Inspector found evidence through interviewing relevant individuals that the Licensee

failed to ensure the operating systems in the home, specifically the elevator, is maintained in good repair.

Outcome

The Licensee submitted a plan to achieve compliance by Monday September 30, 2024. RHRA to confirm compliance by following up with the Licensee or by inspection.

Additional Finding #3: CON-1889-Governability

RHRA Inspector Findings

While conducting this inspection, the Inspector made a finding unrelated to the purpose of the inspection and found that the general manager of the home provided information to the Inspector that they ought reasonably to have known was false and misleading.

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.

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. 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. 24. (4); Emergency plan, general

s. 24. (4); Emergency plan, general

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.

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), 1.

(i) the loss of essential services,

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. 43. (2); Initial assessment of care needs

s. 43. (2); Initial assessment of care needs

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

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

s. 43. (2), para. 2

2. Presence of infectious diseases.

s. 43. (2), para. 3

3. Risk of falling.

s. 43. (2), para. 4

4. Known allergies.

s. 43. (2), para. 7

7. Risk of harm to self and to others.

s. 43. (2), para. 8

8. Risk of wandering.

The Licensee failed to comply with the RHA s. 44. (2); Full assessment of care needs

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:

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

s. 44. (2), para. 6

6. Need for assistance with the activities of daily living.

s. 44. (2), para. 7

7. The matters listed in subsection 43 (2).

The Licensee failed to comply with the RHA s. 47. (1); Development of plan of care

s. 47. (1); Development of plan of care

47. (1) Subject to subsection (4), as soon as possible and not later than two days after a resident commences residency in a retirement home, the licensee of a retirement home shall develop an initial plan of care for the resident based on the initial assessment of the resident's immediate care needs

conducted under section 43 that includes all of the information listed in subsection 62 (4) of the Act that is relevant to the resident's immediate care needs.

The Licensee failed to comply with the RHA s. 62. (4); Contents of plan

s. 62. (4); Contents of plan

62. (4) The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,

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

s. 62. (4), (b)

(b) the planned care services for the resident that the licensee will provide, including,

s. 62. (4), (b), 1.

(i) the details of the services,

s. 62. (4), (b)

(b) the planned care services for the resident that the licensee will provide, including,

s. 62. (4), (b), 3.

(iii) clear directions to the licensee's staff who provide direct care to the resident.

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	Date
<i>Tania Buko</i>	September 5, 2024

