RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: March 20, 2017	**Name of Inspector:** Rachelle Harber
Inspection Type: Mandatory Reporting Inspection	
Licensee: RiverView Terrace (Brantford) Inc. / 104 Brant Avenue, Brantford, ON N3T 3H3 (the "Licensee")	
Retirement Home: RiverView Terrace Retirement Residence / 104 Brant Avenue, Brantford, ON N3T 3H3 (the "home")	
Licence Number: S0015	

Purpose of Inspection
The RHRA received a report under section 75(1) of the *Retirement Homes Act, 2010* (the "RHA").

NON-COMPLIANCE
1. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records. Specifically, the Licensee failed to comply with the following subsection(s): **55. (5)** A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to, (c) the skills, qualifications and training of the staff who work in the home;
Inspection Finding The home reported that staff had specific training regarding the use of the mechanical lift but did not keep a written record of the training.
Outcome The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.
2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan. **The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.** Specifically, the Licensee failed to comply with the following subsection(s): **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,

(b) the planned care services for the resident that the licensee will provide, including,
(i) the details of the services,
(ii) the goals that the services are intended to achieve,
(iii) clear directions to the licensee's staff who provide direct care to the resident;

62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:
1. The resident or the resident's substitute decision-maker.

Inspection Finding

The licensee did not ensure that the plan of care for one resident was clear and concise as per the legislative requirements. Further, the licensee did not ensure that the plan of care for the same resident was approved by the resident or the resident's substitute decision maker and that a copy is provided to them.

Outcome

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (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 Public Register, available online at http://rhra.ca/en/register/

Signature of Inspector	Date
	May 16, 2017