

## Fact Sheet: Routine Inspections

The *Retirement Homes Act, 2010* (Act) requires routine inspections of every retirement home at least once every three years for compliance with the Act.

Retirement homes are expected to be in full compliance with the Act and Regulation. Licensees are strongly encouraged to thoroughly review the legislation to ensure the relevant policies, protocols and practices are in place and homes are compliant.

The following information explains the process:

- **For Routine Inspections, homes are typically notified one business day before the inspection.**

- RHRA inspectors will not inspect everything outlined in the legislation during the routine inspection. The inspection may include follow up on areas of previous non-compliance.
- Compliance will be determined based on inspector observations, interviews with staff and residents and document review.
- Inspectors will focus on required policies, documentation and implementation of critical requirements of the Act relating to resident safety and choice including, but not limited to:

- **emergency plans**
- **infection prevention and control**
- **resident records**
- **behaviour management**
- **falls strategy**
- **abuse and neglect**
- **staff training and qualifications**
- **administration and storage of drugs**
- **complaint procedures**

- More than one type of inspection may occur during a routine inspection visit, such as a Complaint, or Mandatory Reporting Inspection. The home will be notified in

advance of the visit, and each inspection will be documented separately.

- The inspector will debrief with the licensee following the inspection and provide feedback on findings of non-compliance during the inspection. The debriefing may include education for the licensee and staff on any potential items to be reviewed or addressed for future inspections. Inspectors may also cite the home for non-compliance of these items.
- The most current inspection report must be posted publicly in the home. All inspection reports will also be posted on the RHRA public register.
- Compliance and/or enforcement actions may follow inspection findings of significant or repeated non-compliance. The RHRA may also suggest that the home use its Compliance Support Program.

Additional resources are available on the RHRA website at [www.rhra.ca](http://www.rhra.ca) including the Act and Regulation, the Plain Language Guide, and the Phase T5 Compliance Checklist.

### For More Information

Contact the RHRA at:  
55 York Street, Suite 700  
Toronto, ON, M5J 1R7  
Telephone: **1-855-ASK-RHRA**  
Fax: 416-487-1223  
Email: [info@rhra.ca](mailto:info@rhra.ca)  
Website: [www.rhra.ca](http://www.rhra.ca)

