

### What to Expect During a Routine Inspection

The information below describes what you can expect during the updated routine inspection process. As always, we're open to your feedback on our inspection process.

Process	What to expect
Before the routine inspection	<p>The RHRA Inspector will notify the designated staff representative in the home the day before the inspection to confirm the date. Please prepare the following documents ahead of time:</p> <ul style="list-style-type: none"> <li>• List of residents, including their date of residency in the home and any subsidized residents</li> <li>• A list of all staff employed by the home, including their name, department, position and date of hire</li> <li>• Logs or records that demonstrate how the home responds to incidents such as, falls, complaints, behavior management incidents, incidents of abuse or alleged abuse</li> <li>• Public health consultation records</li> <li>• Emergency Plan testing/evacuation records and current arrangements</li> </ul>
On the day of the inspection	<p>At the start of the inspection, the Inspector will meet with designated staff at the home to explain:</p> <ul style="list-style-type: none"> <li>• The scope and purpose of the inspection</li> <li>• How the findings will be communicated to the home</li> <li>• The review of the current information for the home on the RHRA's Retirement Home Database</li> </ul> <p>Additionally, the inspector will be requesting:</p> <ul style="list-style-type: none"> <li>• A list of staff records for a selection of staff, including current staff training records and content of training</li> <li>• Assessments and Plans of Care for a selection of residents and</li> <li>• Medication Administration Records and corresponding physician orders for a selection of residents</li> </ul>

During the inspection	<p>The Inspector will carry out the inspection in accordance with the updated inspection model. The Inspector may:</p> <ul style="list-style-type: none"> <li>• Walk through the home with you to observe residents engaged in the activities of their daily lives.</li> <li>• Speak to residents and staff in the home. These conversations may be done privately to ensure confidentiality is respected.</li> <li>• Observe care services provided to residents, i.e., meals and medication administration.</li> <li>• Review documents such as Plans of Care, complaint logs, falls logs and any other documents needed to verify compliance based on observations in the home.</li> <li>• Ask follow-up questions concerning the walk-through, observations or the document review.</li> </ul> <p>Note that during routine inspections, the Inspector may also look into issues relating to a Mandatory Report or a complaint the RHRA has received, and follow-up with previously identified areas of non-compliance.</p>
At the end of the inspection	<p>Following the inspection the Inspector will meet with you and provide feedback on findings of non-compliance. The debriefing may include education for the licensee and staff on any potential items to be reviewed or addressed for future inspections. During the debrief, homes can produce evidence in support of achieving compliance which will be taken into consideration by the Inspector. Please note the debrief may not occur on the day of the inspection.</p> <p>In addition:</p> <ul style="list-style-type: none"> <li>• A Draft Inspection Report will be sent to your home. You will be provided the opportunity to detail the steps being taken to come into compliance or submit evidence supporting that compliance has been achieved.</li> <li>• An Inspector may contact you after the inspection process is finalized to determine if you have fulfilled your obligation to come into compliance.</li> </ul>
Final Inspection Report	<p>The RHRA will send you the Final Inspection Report. It will also be provided to your home's Residents' Council, if applicable. Any</p>

	<p>information previously submitted by you in response to the Draft Inspection Report will be reviewed and taken into consideration by the Inspector when preparing the Final Report.</p> <ul style="list-style-type: none"> <li>• Note that a Final Report identifying that corrective action was taken does not constitute RHRA approval or endorsement of any documents submitted as part of your response to the Draft Inspection Report, nor any finding of compliance or non-compliance with the Act with respect to those documents.</li> <li>• If a response submitted by you indicates ongoing or forthcoming corrective action, the RHRA expects that you will fulfill that action. You are then responsible for informing the RHRA upon its completion, following the issuance of the Final Report.</li> <li>• RHRA Inspectors may follow up on any corrective action in the future to verify compliance.</li> </ul>
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### **Additional Information**

The RHRA is modernizing its oversight approach to focus its inspections on areas of greatest risk of harm to residents in order to improve outcomes.

The RHRA Inspectors will spend more time observing processes and daily life within a retirement home, and less time doing policy reviews. Inspection activities will be proportional to risk of harm to residents. This will reduce the regulatory burden on compliant homes and allow the RHRA to dedicate its resources where they are most needed.

Licensees are encouraged to use routine inspections as an opportunity to raise any questions they have concerning compliance with the *Retirement Homes Act, 2010* (the Act). The Act requires routine inspections of every retirement home at least once every three years but the RHRA will inspect more frequently as required, for example, if there is a risk in the home.

- While the RHRA is not required to give advance notice of any inspection, homes are typically given one business days' notice of a routine 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.
- Inspectors will focus on the home's implementation of practices relating to resident welfare 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 handling

Each routine inspection will look different as the inspection is influenced by the home's previous non-compliance findings as well as observations made during the routine inspection. Inspectors will focus on an evaluation of whether the home has effectively implemented policies and practices to protect the welfare of residents. This includes reviewing documents supporting that the home has taken the necessary actions when dealing with incidents or complaints.

Retirement home operators should have their records well-organized and in an accessible location. This is to ensure they are available for the RHRA Inspectors, and also to ensure that records relevant to the welfare of residents are readily accessible for staff of the retirement home at all times. If the home's documents are in an electronic format, a staff member who is familiar with the system will need to assist the Inspector in order to verify compliance.

Compliance and/or enforcement actions may follow inspection findings of significant or repeated non-compliance. The RHRA may also suggest that homes participate in its Compliance Support Program.

Additional resources are available in the Licensees and Operators section of the RHRA website at [rhra.ca](http://rhra.ca). The website also includes the [Act and Regulation](#) and [the Plain Language Guide](#).

For more information, contact the RHRA at:

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