

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

Inspection Information	
Date of Inspection: April 5, 2024	Name of Inspector: Tania Buko
Inspection Type: Responsive Inspection – Complaint	
Licensee: ACC-002961 - 2458701 Ontario Inc.	
Retirement Home: Hamiltons Hometown Retirement Living	
License Number: S0380	

About Responsive Inspections
<p>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 <i>Retirement Homes Act, 2010</i> or its regulations (the “<i>RHA</i>”). An inspection being conducted does not infer that an allegation is substantiated or that a contravention of the <i>RHA</i> 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.</p> <p>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 <i>RHA</i>. 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 <i>RHA</i>.</p> <p>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 <i>RHA</i>. 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.</p> <p>In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.</p> <p>If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.</p>

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

Concern #1: CON-8553-Abuse**RHRA Inspector Findings**

A complaint was made to the RHRA regarding concerns of alleged verbal and emotional abuse towards the complainant by the Licensee. As part of the response to the report, the Inspector interviewed residents, the Licensee and other relevant individuals, and reviewed the Licensee's policies, the resident's care file and various documents related to the concerns. Based on the totality of the evidence, the Inspector found that the Licensee was verbally and emotionally abusive towards the complainant and failed to protect the resident from abuse. In addition, the Inspector found that one of the owners and operators of the home had not completed annual training in their zero tolerance of abuse and neglect policy as required and that the Licensee's zero tolerance of abuse and neglect policy was not fully compliant as the definition of neglect was incorrect and it did not contain information regarding the prohibition of borrowing money from residents.

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-8554-Maintenance Concerns**RHRA Inspector Findings**

Part of the complaint that was made to the RHRA included concerns regarding mold, flooding, ventilation and tripping hazards in the basement of the home and in the complainant's room. In response to the report, the Inspector interviewed residents, the Licensee and other relevant individuals and made observations in the home. The Inspector found there was inconclusive evidence to support the majority of the allegations; however, found that there had been previous and recent incidents of water leaking into two resident's rooms that are located in the basement. The Inspector found that the Licensee was unable to demonstrate that there is a maintenance program in place to ensure that the building forming the retirement home, including interior and exterior areas, are maintained in good repair and that they were taking appropriate and timely measures to fix the leaking in two residents' rooms that had been occurring over a period of time.

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-8556-Medication Administration**RHRA Inspector Findings**

Part of the complaint that was made to the RHRA included concerns regarding the complainant being administered medications that were not theirs. In response to the report, the Inspector interviewed residents, the Licensee and other relevant individuals and reviewed the Licensee's policies and medication administration records. The Inspector found there had been no medication errors as there was no harm to the complainant; however, the Inspector found that the Licensee had not completed training of medication administration on an annual basis as required.

Outcome

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.

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. 14. (2); Staff training**s. 14. (2); Staff training**

14. (2) For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

The Licensee failed to comply with the RHA s. 15. (3); Policy of zero tolerance of abuse and neglect**s. 15. (3); Policy of zero tolerance of abuse and neglect**

15. (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,

Specifically, the Licensee failed to comply with the following subsection(s):**s. 15. (3), (a.1)**

(a.1) contain an explanation of the prohibition on borrowing, receiving or holding a resident's money or other property, as set out in section 57.1;

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. 65. (4); On-going training**s. 65. (4); On-going training**

65. (4) The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

The Licensee failed to comply with the RHA s. 67. (1); Protection against abuse and neglect

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67. (1) Every licensee of a retirement home shall protect residents of the home from abuse by anyone.

The Licensee failed to comply with the RHA s. 67. (5); Contents

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67. (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,

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

s. 67. (5). (a)

(a) clearly set out what constitutes abuse and neglect.

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.

Ontario Regulation 166/11:

s. 14. (5); Staff training

14. (5) The licensee shall ensure that the persons who are required to receive the training described in subsection 65 (5) of the Act receive that training on an ongoing basis, namely at least annually after receiving the training described in subsection (4).

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>	May 30, 2024