

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

Inspection Information	
<b>Date of Inspection:</b> October 17, 2013	<b>Name of Inspector:</b> Rachelle Harber
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Kenan Corporation / 9 Evans Road, Alliston, ON L9R 1M1 (the "Licensee")	
<b>Retirement Home:</b> Riverwood Senior Living / 9 Evans Road, Alliston, ON L9R 1M1 (the "home")	
<b>Licence Number:</b> T0243	

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

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedures for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><b>s. 59. (1)</b> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <ol style="list-style-type: none"> <li>1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.</li> <li>2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.</li> <li>3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provide as soon as possible in the circumstances.</li> <li>4. A response shall be made to the person who made the complaint, indicating,             <ol style="list-style-type: none"> <li>i. what the licensee has done to resolve the complaint, or</li> <li>ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</li> </ol> </li> </ol> <p>(2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ol style="list-style-type: none"> <li>(a) The nature of each verbal or written complaint;</li> <li>(b) The date that the complaint was received;</li> <li>(c) The type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;</li> <li>(d) The final resolution, if any, of the complaint;</li> <li>(e) Every date on which any response was provided to the complainant and a description of the</li> </ol>


<p>response; and (f) Any response made in turn by the complainant.</p>
<p><b>Inspection Finding</b> A resident's grandson and power of attorney (POA) made four complaints to management of the home between April 2013 and October 2013, concerning the care of the resident. The inspection revealed that these complaints were not investigated and that there was no written record of the complaints.</p>
<p><b>Outcome</b> Corrective action taken.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 22; Risk of falls.</b></p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><b>s. 22. (2)</b> If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that,</p> <ul style="list-style-type: none"> <li>(a) there is a timely and appropriate response to the fall;</li> <li>(b) corrective action is taken as necessary to prevent future harm to residents; and</li> <li>(c) the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken , if any.</li> </ul> <p>(3) If a resident of a retirement home falls in the home in circumstances other than those described in subsection (2) and the licensee or a staff member becomes aware of the fall, the licensee shall ensure that the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.</p>
<p><b>Inspection Finding</b> A resident had seven falls either in her room or in the common area between September 28, 2013 and September 30, 2013. The inspection revealed that there was no corrective action taken to reduce or mitigate the risk of falls.</p>
<p><b>Outcome</b> Corrective action taken.</p>

**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 January 9, 2014
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