

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

Inspection Information	
Date of Inspection: May 14, 2015	Name of Inspector: Michele Davidson
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (King Gardens) LP / 55 Standish Court, Mississauga, ON L5R 4B2 (the "Licensee")	
Retirement Home: King Gardens / 85 King Street , Mississauga, ON L5A 4G6 (the "home")	
Licence Number: T0422	

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>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) 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> <p style="padding-left: 40px;">4. A response shall be made to the person who made the complaint, indicating,</p> <p style="padding-left: 80px;">i. what the licensee has done to resolve the complaint,</p> <p style="padding-left: 80px;">ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p style="padding-left: 40px;">(a) the nature of each verbal or written complaint;</p> <p style="padding-left: 40px;">(b) the date that the complaint was received;</p> <p style="padding-left: 40px;">(d) the final resolution, if any, of the complaint;</p> <p style="padding-left: 40px;">(e) every date on which any response was provided to the complainant and a description of the response;</p> <p style="padding-left: 40px;">(f) any response made in turn by the complainant.</p>
<p>Inspection Finding</p> <p>The home received a complaint from a family member of a resident. The home failed to document in accordance with the Regulation or inform the person who lodged the complaint of the outcome of the investigation, the conclusion and/or steps taken to resolve the issue.</p>

Outcome


Corrective action taken by the Licensee.

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 July 3, 2015
---	----------------------