

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

Inspection Information	
<b>Date of Inspection:</b> February 13, 2020	<b>Name of Inspector:</b> Mark Dennis
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Kenan Corporation / 20 Eglinton Avenue, Toronto, ON M4R 1K8 (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 the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b> <b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75; Reporting certain matters to Registrar.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p> <p><b>75. (1)</b> A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <p>3. Unlawful conduct that resulted in harm or a risk of harm to a resident.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure staff complied with the homes zero tolerance of abuse and neglect policy. Specifically, there was an incident of abuse and the Licensee provided no evidence of an investigation. The Licensee had reasonable grounds to suspect that an unlawful act had occurred that resulted in a risk of harm to a resident but failed to report this to the Registrar.</p>
<p><b>Outcome</b></p> <p>The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p>

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

- 23. (1)** Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,
- (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

**Inspection Finding**

The Licensee failed to implement their Behaviour Management Strategies. Specifically, there was no evidence that strategies were implemented for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.

**Outcome**

The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.**

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

- 67. (2)** Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

**Inspection Finding**

Since June 2018, the RHRA has conducted 3 different inspections at the home relating to allegations of physical abuse involving the same two residents. Those inspections resulted in repeated non-compliance. On February 13, 2020, the RHRA conducted a fourth inspection involving an allegation of physical abuse involving the same two residents. While conducting the fourth inspection, the Inspector learned of another unlawful act involving the same two residents. The Licensee has demonstrated a pattern of inaction that jeopardizes the health or safety of one or more residents.

**Outcome**


The Licensee advised they have taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date March 11, 2020
---	------------------------