

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

| Inspection Information   |   |
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| <b>Date of Inspection:</b> September 28, 2022  | <b>Name of Inspector:</b> Angela Butler |
| <b>Inspection Type:</b> Mandatory Reporting Inspection   |   |
| <b>Licensee:</b> Village Care Holdings Inc. & Manorcare Holdings Inc. / 518 Queens Avenue, London, ON N6B 1Y7 (the "Licensee") |   |
| <b>Retirement Home:</b> Queens Village for Seniors / 518 Queens Avenue, London, ON N6B 1Y7 (the "home")                        |   |
| <b>Licence Number:</b> S0173   |   |

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

| NON-COMPLIANCE   |
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| <p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (12)</b> The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,</p> <p>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</p> |
| <p><b>Inspection Finding</b></p> <p>A report was made to RHRA regarding suspected improper care of a resident. As part of the inspection in response to the report, the inspector reviewed records relating to the resident and interviewed both the resident and staff. The inspector confirmed that the Licensee failed to ensure that the resident of the home had their plan of care updated as their care needs relating to personal hygiene had changed.</p>   |
| <p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

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| Signature of Inspector <i>Angela Butler</i> RN | Date October 21, 2022 |
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