

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

Inspection Information	
<b>Date of Inspection:</b> February 13, 2013	<b>Name of Inspector:</b> Debbie Rydall
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Schlegel Villages Inc. / 325 Max Becker Drive, Suite 201, Kitchener, ON N2E 4H5 (the "Licensee")	
<b>Retirement Home:</b> The Village of Riverside Glen / 60 Woodlawn Road E., Guelph, ON N1H 8M8 (the "home")	
<b>Licence Number:</b> T0130	

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; Procedure 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 provided 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><b>s. 59 (2)</b> 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> </ol>

- (d) the final resolution, if any, of the complaint;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

**Inspection Finding**

A relative of two residents of the home attempted to communicate complaints regarding the residents' care to a Care Coordinator of the home. Specifically, this individual had the following complaints:

- 1) an alleged lack of follow-up by the home regarding falls sustained by both residents,
- 2) an alleged lack of response from the home to requests for follow-up by the individual, and,
- 3) alleged issues with call bell response time.

The Inspector found that the home had failed to investigate or document these complaints, as required by the legislation. The Licensee failed to ensure the individual's complaints were dealt with in the prescribed manner.

**Outcome**

The Licensee has taken corrective action.

**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 August 27, 2013
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