

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

Inspection Information	
Date of Inspection: June 6, 2013; June 12, 2013	Name of Inspector: Debbie Rydall
Inspection Type: Mandatory Reporting Inspection	
Licensee: Schlegel Villages Inc. / 325 Max Becker Drive, Suite 201, Kitchener, ON N2E 4H5 (the "Licensee")	
Retirement Home: The Village of Riverside Glen / 60 Woodlawn Road E., Guelph, ON N1H 8M8 (the "home")	
Licence Number: 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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67(4); Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 67 (4) 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>Inspection Finding</p> <p>A staff of the home was informed of unexplained bruising on a resident's upper arm by a family member of the resident. The staff did not report the family member's concern or the incident of unexplained bruising to the staff supervisor. Further, the resident was not examined for any signs and/or symptoms of abuse by a physician as per the home's "Prevention of Abuse" policy. Although staff in the home have received training in the "Prevention of Abuse" policy, it is not evident that this particular staff identified the bruises as possible indicators of physical abuse, as set out in the policy. The Licensee failed to ensure that this policy was complied with.</p>
<p>Outcome</p> <p>The Licensee has submitted and implemented a plan of corrective action.</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 September 13, 2013
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