

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

Inspection Information	
<b>Date of Inspection:</b> April 8, 2013	<b>Name of Inspector:</b> Ed Lum
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Tomclo Properties Ltd. / 860 The Greenway, Mississauga, ON L5G 1P6 (the "Licensee")	
<b>Retirement Home:</b> Greenway Lodge Retirement Home / 860 The Greenway, Mississauga, ON L5G 1P6 (the "home")	
<b>Licence Number:</b> T0190	

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; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p align="center"><b>s. 67 (1)</b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p><b>Inspection Finding</b></p> <p>The Inspector found that the Licensee did not protect a resident of the home from physical abuse by a staff member on March 9, 2013.</p> <p>The staff member was never provided training on abuse and neglect by the home, as required by section 65(2)(b) of the <i>RHA</i>. Further, the home does not have a written policy to promote zero tolerance of abuse and neglect of residents, as required by section 67(4) of the <i>RHA</i>. After the incident of abuse was reported to the home's management, there is no evidence to confirm that the incident was investigated, as required by section 74(a)(i) of the <i>RHA</i>.</p> <p>These areas of non-compliance with the prescribed legislation support the Inspector's finding that the Licensee failed to protect a resident of the home from abuse.</p>
<p><b>Outcome</b></p> <p>Director Warning Letter issued.</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
-------------------------------------------------------------------------------------------------------------	----------------------------