

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

Inspection Information	
Date of Inspection: September 19, 2013	Name of Inspector: Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: Revera Retirement Genpar Inc. / 55 Standish Court, 8 th Floor, Mississauga, ON L5R 4B2 (the "Licensee")	
Retirement Home: Glynnwood / 7700 Bayview Ave., Thornhill, ON L3T 5W1 (the "home")	
Licence Number: T0269	

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; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>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.</p>
<p>Inspection Finding</p> <p>A resident fell in her room and was immediately attended to by staff of the home. The home did not contact an ambulance (EMS) in a timely way, despite the resident's complaints of pain and the potential that the resident may have been injured by the fall. The delay in contacting EMS was a failure to provide the resident with assistance required for the resident's well-being and an inaction that jeopardized the health of the resident.</p>
<p>Outcome</p> <p>Corrective action taken.</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 November 28, 2013
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