

## FINAL INSPECTION REPORT

### Under the *Retirement Homes Act, 2010*

Inspection Information	
<b>Date of Inspection:</b> November 4, 2013	<b>Name of Inspector:</b> Janet Evans
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Ventas SSL Ontario II Inc. / 300-10350 Ormsby Park Place, Louisville, KY (the "Licensee")	
<b>Retirement Home:</b> Sunrise Senior Living of Burlington / 5401 Lakeshore Road, Burlington, ON L7L 6S5 (the "home")	
<b>Licence Number:</b> S0170	

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><b><u>s. 67. (1)</u></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>On October 29, 2013, a resident physically abused another resident of the home. The Licensee failed to protect this resident from abuse. Specifically:</p> <ul style="list-style-type: none"> <li>• The Licensee had not reassessed the aggressor in relation to the behavioural changes being exhibited.</li> <li>• The Licensee was made aware of the need to update the aggressor's written support plan to include behavioural interventions and coping strategies during a prior inspection in May 2013 but had failed to complete this.</li> <li>• The Licensee had not consulted with the aggressor's physician or Psychiatric services as per the policies above and as recommended from a September 2013 follow up with the Halton Geriatric Mental Health Outreach Program.</li> </ul>
<p><b>Outcome</b></p> <p>Corrective action taken.</p>

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.**

Specifically, the Licensee failed to comply with the following subsection:

**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.

**Inspection Finding**

The Licensee was aware of an incident of physical abuse occurring on October 29, 2013 between two residents of the home. The Licensee failed to complete an investigation as per their policy of Incident, Abuse, and Neglect Reporting and Abuse and Neglect Prevention and Investigation.

**Outcome**

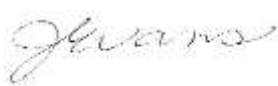
Corrective action taken.

## 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 January 20, 2014
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