

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

Inspection Information	
<b>Date of Inspection:</b> November 13, 2013	<b>Name of Inspector:</b> Janet Evans (L); Julie Hebert
<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 Windsor / 5065 Riverside Drive E., Windsor, ON N8Y 5B3 (the "home")	
<b>Licence Number:</b> S0171	

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. 74; Licensee's duty to respond to incidents of wrongdoing.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 74.</b> Every licensee of a retirement home shall ensure that,</p> <p>(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:</p> <p>(ii) neglect of a resident of the home by the licensee or the staff of the home.</p>
<p><b>Inspection Finding</b></p> <p>The Executive Director received a written complaint dated November 2, 2013 which alleged that an unescorted resident with dementia was found wandering on a major street nearby. The Licensee's policies pertaining to resident abuse and neglect, as well as resident complaints, indicate that any alleged abuse or neglect would be investigated by the Executive Director of the home, or designate, and that an investigation would be immediately initiated if a complaint alleged harm or risk of harm for a resident. There was no evidence that an investigation had been completed for this incident.</p>
<p><b>Outcome</b></p> <p>Corrective action taken.</p>
<p><b>2. 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 subsection:</p>

- s. 59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,
- (a) the nature of each verbal or written complaint;
  - (b) the date that the complaint was received;
  - (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;
  - (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**

The Licensee acknowledged receipt of a written complaint dated November 2, 2013 but was unable to show the Inspectors evidence of a record for documenting complaints to the Licensee.

**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 21, 2014
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