

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

Inspection Information	
Date of Inspection: January 22, 2014	Name of Inspector: Ed Lum
Inspection Type: Mandatory Reporting Inspection	
Licensee: Ventas SSL Ontario II Inc. / 300-10350 Ormsby Park Place, Louisville, KY (the "Licensee")	
Retirement Home: Sunrise Senior Living of Oakville / 456 Trafalgar Road, Oakville, ON L6J 7X1 (the "home")	
Licence Number: T0203	

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. (1) Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p>Inspection Finding</p> <p>The behaviours of a resident residing on the Reminiscence Neighbourhood floor of the home had escalated whereby she became verbally and physically abusive to staff, visitors and then to residents. The Executive Director and staff failed to respond to an incident of resident-on-resident physical abuse on January 2, 2014, involving this resident and another resident, in accordance to the home's policies on abuse and neglect and managing aggressive behaviour. This resulted in an incident on January 19, 2014, when this resident pushed down another resident causing a fractured wrist. The Licensee failed to protect residents of the home from abuse by anyone.</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 February 21, 2014
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