

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

Inspection Information	
<b>Date of Inspection:</b> March 27, 2014	<b>Name of Inspector:</b> Debbie Rydall
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Ventas SSL Ontario II Inc. / 10350 Ormsby Park Place, Unit 300, Louisville, KY 40223 (the "Licensee")	
<b>Retirement Home:</b> Sunrise Senior Living of Unionville / 38 Swansea Road, Markham, ON L3R 5K2 (the "home")	
<b>Licence Number:</b> T0202	

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 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> <p><b>s. 59. (1)</b> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <ol style="list-style-type: none"> <li>1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.</li> <li>2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.</li> <li>3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.</li> <li>4. A response shall be made to the person who made the complaint, indicating,             <ol style="list-style-type: none"> <li>i. what the licensee has done to resolve the complaint, or</li> <li>ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</li> </ol> </li> </ol> <p>(2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ol style="list-style-type: none"> <li>(a) the nature of each verbal or written complaint;</li> <li>(b) the date that the complaint was received;</li> <li>(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;</li> <li>(d) the final resolution, if any, of the complaint;</li> </ol>

- (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**

A resident's daughter stated that she had spoken to Executive Director (ED) about her concern that she was not allowed to visit or communicate with her mother and that the ED stated that she would see whether supervised visits could be arranged; however she stated that she never heard back. The ED confirmed that she had spoken to the resident's daughter, however there is no documented evidence to support that the home had tried to manage this concern. The concern didn't trigger the home's complaint policy as there is no evidence that they investigated the concerns. There is no evidence that the home tried to determine whether the resident wanted to see her daughter but instead appeared to follow the directives set by the POA's as was documented in the resident's Individualized Service Plan. The home breached O. Reg. 166/11, s.59 (1)(2) when they did not ensure that the resident's daughter's concerns were documented and investigated as her stated concerns related to the potential emotional abuse of her mother as a result of not being able to see her daughter.

**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 May 26, 2014
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