

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

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

| Purpose of Inspection |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (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. |
| <p>Inspection Finding</p> <p>A complaint received by the RHRA stated that concerns had been addressed to the home's Executive Director (ED); however, the ED stated that the home had not received any complaints as reported and she was unable to provide the home's complaint log for prior to 2014, stating that she believed that it had been moved somewhere on the shared drive of the computer and hadn't been able to locate it. The home was unable to provide their complaint log for review as is required by O. Reg. 166/11, s. 59(2). There is evidence to support that the home has been documenting and managing complaints in 2014.</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/>.

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| Signature of Inspector  | Date May 27, 2014 |
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