

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

Inspection Information	
Date of Inspection: June 26, 2014	Name of Inspector: Georges Gauthier
Inspection Type: Complaint Inspection	
Licensee: Ventas SSL Ontario II Inc. / 10350 Ormsby Park Place, Louisville, KY 40223 (the "Licensee")	
Retirement Home: Thorne Mill on Steeles / 484 Steeles Avenue, Thornhill, ON L4J 0C7 (the "home")	
Licence Number: T0200	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<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(s):</p> <p>59. (1) 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"> 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. 4. A response shall be made to the person who made the complaint, indicating, <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ol 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; (f) any response made in turn by the complainant.
<p>Inspection Finding</p> <p>Evidence shows that the Executive Director had received a complaint from a resident's daughter alleging that a staff member had stated that she was not to speak with the resident's daughter. The evidence shows that the Executive Director investigated the matter verbally with staff and was not able to identify who may have made the offending statement. There was no evidence that the Executive Director documented the</p>

complaint and he verbally confirmed he had not done so. The complaint was not located in a complaints log used by the home. The Executive Director stated the matter is currently not resolved.

Outcome

Corrective action taken by the Licensee.


Warning Letter issued.

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 September 9, 2014
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