

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

Inspection Information	
<b>Date of Inspection:</b> August 12, 2014	<b>Name of Inspector:</b> Julie Hebert
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Pathways Inc. / 375 Trunk Road, Sault Ste. Marie, ON P6A 6T5 (the "Licensee")	
<b>Retirement Home:</b> Pathways Retirement Residence / 375 Trunk Road, Sault Ste. Marie, ON P6A 6T5 (the "home")	
<b>Licence Number:</b> N0148	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (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(s):</p> <p><b>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>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,</li> </ol> </li> </ol>
<p><b>Inspection Finding</b></p> <p>The home did not follow its complaint procedure in the above noted areas.</p>
<p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 53; Contents of agreement.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

**53. (2)** The agreement shall contain the prescribed requirements.

**Inspection Finding**

The agreement signed by the resident prior to moving in does not include what care services they require or are paying for.

**Outcome**

Corrective action taken by the Licensee.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Plan of care.**

Specifically, the Licensee failed to comply with the following subsection(s):

**62. (1)** When a resident commences his or her residency in a retirement home, the licensee shall, within the prescribed times, ensure that the resident is assessed and that a plan of care is developed based on the assessment and in accordance with this section and the regulations.

**Inspection Finding**

The home has not developed a plan of care for one resident.

**Outcome**

Corrective action taken by the Licensee.

**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 October 2, 2014
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