

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

Inspection Information	
<b>Date of Inspection:</b> July 30, 2014	<b>Name of Inspector:</b> Janet Evans
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")	
<b>Retirement Home:</b> The Village of Riverside Glen / 60 Woodlawn Road, Guelph, ON N1H 8M8 (the "home")	
<b>Licence Number:</b> T0130	

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 the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (1)</b> Every licensee of a retirement home shall ensure that all the staff who work in the home, (a) have the proper skills and qualifications to perform their duties;</p>
<p><b>Inspection Finding</b></p> <p>It was a requirement for the hairdressing staff to porter the residents to and from their shop on the first floor. At the time of the resident's fall, the hairdresser who was transporting the resident had not been trained on safe transferring or portering techniques.</p>
<p><b>Outcome</b></p> <p>Corrective action taken by the Licensee on July 23, 2014.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 39; Assistance with ambulation.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>39.</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with ambulation, the licensee shall ensure that, (a) staff use safe transferring and positioning devices or techniques when assisting the resident;</p>
<p><b>Inspection Finding</b></p>

A resident was being portered from the second floor to the hair dressing salon on the first floor in a wheelchair without foot pedals. The resident had been advised to keep their feet up for the length of the transfer. The resident fell from the wheelchair and sustained injuries as they were unable to keep their feet off of the floor.

**Outcome**


Corrective action taken by the Licensee on July 23, 2014

**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 3, 2014
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