

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

| Inspection Information | |
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| Date of Inspection: December 19, 2014 | Name of Inspector: Corina Gadde |
| Inspection Type: Routine Inspection | |
| Licensee: Riverstone Carlingwood Limited Partnership / 210 Gladstone Avenue, Ottawa, ON K2P 0Y6 (the "Licensee") | |
| Retirement Home: Carlingwood Retirement Community / 200 Lockhart Avenue, Ottawa, ON K2A 4C6 (the "home") | |
| Licence Number: N0275 | |

| Purpose of Inspection |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |


| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <ul style="list-style-type: none"> (b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents; (d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents; |
| <p>Inspection Finding</p> <p>Staff working in the home has not received training in the policy to promote zero tolerance of abuse and neglect of residents and the policy regarding the use of personal assistance services devices for residents.</p> |
| <p>Outcome</p> <p>Corrective action is scheduled to be completed by the Licensee by January 31, 2015.</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 January 8, 2015 |
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