

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

Inspection Information	
<b>Date of Inspection:</b> April 15, 2015	<b>Name of Inspector:</b> Rachelle Harber
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 1059244 Ontario Inc. / 307 King Street, Hamilton, ON L8N 1C1 (the "Licensee")	
<b>Retirement Home:</b> Northview Senior's Residence / 19 Aikman Avenue, Hamilton, ON L8M 1P6 (the "home")	
<b>Licence Number:</b> S0160	

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. 67; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (1)</b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee has received complaints from residents over the past three years regarding the conduct of a staff member. The RHRA conducted an inspection due to further allegations regarding the same staff member. The staff member threatened a resident that they would speak to Administration to have the resident put in a nursing home. The staff's belittling comments made the resident feel 'small'. The inspection also revealed that the staff member speaks loudly to various residents in an intimidating manner while attempting to provide care. The management of the home is aware of the complaints yet has not taken steps to protect the residents from emotional or verbal abuse.</p>
<p><b>Outcome</b></p> <p>Corrective action taken by the Licensee.</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/>

Signature of Inspector 	Date June 3, 2015
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