

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

| Inspection Information | |
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| Date of Inspection: October 8, 2015 | Name of Inspector: Janet Evans |
| Inspection Type: Routine Inspection | |
| Licensee: Heritage River Retirement Community Corporation / 2121 Argentia Road, Mississauga, ON L5N 2X4 (the "Licensee") | |
| Retirement Home: Heritage River Retirement Residence / 25 Wellington Drive, Elora, ON N0B 1S0 (the "home") | |
| Licence Number: T0167 | |

| 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. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff 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"> (a) the Residents' Bill of Rights; (d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents; <p>14. (1) For the purposes of clause 65 (2) (j) of the Act, every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.</p> |
| <p>Inspection Finding</p> <p>The Licensee did not have evidence that mandatory training as listed was completed with new staff prior to their working with residents. In addition to this there was no evidence that staff had completed annual training on their policies re: complaints and PASDs.</p> |
| <p>Outcome</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/>

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| Signature of Inspector  | Date November 11, 2015 |
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