

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

Inspection Information	
Date of Inspection: June 16, 2016	Name of Inspector: Rachelle Harber
Inspection Type: Compliance Inspection	
Licensee: Heritage Green Retirement Home / 351 Isaac Brock Drive, Stoney Creek, ON L8J 1Y1 (the "Licensee")	
Retirement Home: Heritage Green Retirement Home / 351 Isaac Brock Drive, Stoney Creek, ON L8J 1Y1 (the "home")	
Licence Number: S0149	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").


NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 54; Contents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>54. (2) The package of information shall include, at a minimum,</p> <p style="padding-left: 40px;">(c) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;</p>
<p>Inspection Finding</p> <p>The Licensee's package of information did not contain the home's zero tolerance of abuse policy in its entirety.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</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 August 31, 2016
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