

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

Inspection Information	
Date of Inspection: July 27, 2016	Name of Inspector: Chantale Clancy
Inspection Type: Routine Inspection	
Licensee: 2479535 Ontario Inc. / 9582 Beaverdams Road, Niagara Falls, ON L2E 6S4 (the "Licensee")	
Retirement Home: Palambro Retirement Residence / 1315 Regent Street, Sudbury, ON P3E 3Z1 (the "home")	
Licence Number: N0391	

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

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required; (d) the final resolution, if any, of the complaint; (e) every date on which any response was provided to the complainant and a description of the response;
<p>Inspection Finding</p> <p>The Licensee was found to be non-compliant for failing to keep a written record of the actions taken to resolve complaints, the final resolutions, if any, of complaints, and the date and description of any response provided to the complainant.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,
(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;

Inspection Finding

The Licensee was found to be non-compliant for failing to develop strategies to monitor residents that have demonstrated behaviours that pose a risk to themselves or to others in the home.

Outcome


The Licensee took corrective action to achieve compliance.

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 September 2, 2016
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