

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

Inspection Information	
<b>Date of Inspection:</b> August 17, 2016	<b>Name of Inspector:</b> Chantale Clancy
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Shannex RLC Limited / 48 Lovett Lake Court, Halifax, NS B3S 1B8 (the "Licensee")	
<b>Retirement Home:</b> Parkland on the Glen / 1665 The Collegeway, Mississauga, ON L5L 0A9 (the "home")	
<b>Licence Number:</b> T0444	

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. 74; Licensee's duty to respond to incidents of wrongdoing.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>74.</u></b> Every licensee of a retirement home shall ensure that,</p> <p style="padding-left: 40px;">(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:</p> <p style="padding-left: 80px;">(i) abuse of a resident of the home by anyone,</p>
<p><b>Inspection Finding</b></p> <p>The Licensee was found to be non-compliant for failing to investigate an incident of verbal abuse of a resident by an external care provider.</p>
<p><b>Outcome</b></p> <p>The Licensee must take 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 October 31, 2016
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