

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

Inspection Information	
<b>Date of Inspection:</b> October 27, 2016	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Rykka Care Centres LP / 3760 14th Avenue, Markham, ON L3R 3T7 (the "Licensee")	
<b>Retirement Home:</b> Orchard Terrace Care Centre / 199 Glover Road, Stoney Creek, ON L8E 5J2 (the "home")	
<b>Licence Number:</b> S0169	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (1)</b> Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <ol style="list-style-type: none"> <li>1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.</li> <li>2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.</li> <li>3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.</li> <li>4. A response shall be made to the person who made the complaint, indicating,             <ol style="list-style-type: none"> <li>i. what the licensee has done to resolve the complaint,</li> <li>ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</li> </ol> </li> </ol> <p><b>59. (2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ol style="list-style-type: none"> <li>(a) the nature of each verbal or written complaint;</li> <li>(b) the date that the complaint was received;</li> <li>(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;</li> <li>(d) the final resolution, if any, of the complaint;</li> </ol>

- (e) every date on which any response was provided to the complainant and a description of the response;
- (f) any response made in turn by the complainant.

**Inspection Finding**

The evidence showed more than one complaint that involved the risk of harm was made to the Licensee in relation to the home’s call bell system. Although the Licensee’s procedure was in line with the legislation, there was no evidence to show the complaints were addressed as required by the legislation.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 19; Maintenance.**

Specifically, the Licensee failed to comply with the following subsection(s):

**19. (1)** Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.

**19. (2)** The maintenance program shall include policies and procedures for routine, preventative and remedial maintenance of the following in the retirement home:

- 4. If provided by the licensee, equipment, devices, assistive aids, positioning aids and shower grab bars.

**Inspection Finding**

The evidence showed the call bell system in parts of the home was not working properly since at least November 2015 and this led to residents being unable to call for assistance when assistance was required. The Licensee failed to ensure that there was a maintenance program in place that ensured an operational system within the home was maintained in good repair.

**Outcome**


The Licensee submitted plan to achieve compliance by December 1, 2016. RHRA to confirm compliance by inspection.

**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 November 17, 2016
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