

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

Inspection Information	
Date of Inspection: November 17, 2016	Name of Inspector: Michele Davidson
Inspection Type: Mandatory Reporting Inspection	
Licensee: DCMS GP (Canterbury Place) Inc. / 2121 Argentia Road, Mississauga, ON L5N 2X4 (the "Licensee")	
Retirement Home: Canterbury Place Retirement Residence / 1 Canterbury Place, North York, ON M2N 0G7 (the "home")	
Licence Number: T0059	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The Licensee's policy specifies that police must be contacted following allegations which may be a criminal wrongdoing. The home conducted an investigation into the allegation of abuse, and followed their policy on Zero Tolerance of Resident Abuse and Neglect, but did not contact the police.</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 December 20, 2016
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