

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

| Inspection Information | |
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| Date of Inspection: July 27, 2017 | Name of Inspector: Julie Hebert |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee") | |
| Retirement Home: The Village of Wentworth Heights / 1620 Upper Wentworth Street, Hamilton, ON L9B 2W3 (the "home") | |
| Licence Number: S0410 | |

| Purpose of Inspection |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <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>An inspection regarding an incident of staff to resident emotional abuse revealed that the home did not completely follow their zero tolerance of abuse policy. The incident which occurred on July 1st, 2017, was not reported to the RHRA until July 22th, 2017. Furthermore, the home failed to advise the resident and/or their substitute decision makers of the results of the home's investigation.</p> |
| <p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by September 30, 2017. RHRA to confirm compliance by inspection.</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/>

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| Signature of Inspector  | Date October 16, 2017 |
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