

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

| Inspection Information | |
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| Date of Inspection: October 17, 2017 | Name of Inspector: Michele Clarke |
| Inspection Type: Routine Inspection | |
| Licensee: Steeves and Rozema Enterprises Limited / 265 North Front Street, Sarnia, ON N7T 7X1 (the "Licensee") | |
| Retirement Home: Lanark Place Retirement Residence / 44 Lanark Crescent, Kitchener, ON N2N 2Z8 (the "home") | |
| Licence Number: T0253 | |

| Purpose of Inspection |
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| The RHRA conducts routine inspections as set out in section 77(3) 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. 54; Contents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>54. (2) The package of information shall include, at a minimum,</p> <p style="padding-left: 40px;">(c) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;</p> |
| <p>Inspection Finding</p> <p>At the time of inspection, the Licensee's information package did not include all of the required content.</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. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>25. (3) The licensee shall ensure that the emergency plan provides for the following:</p> |

3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.

Inspection Finding

At the time of inspection, the Licensee did not have resources, supplies and equipment vital for the emergency response set aside and readily available in the retirement home.

Outcome

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

3. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.

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

59. (1) 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:

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.

Inspection Finding

The Licensee's complaint procedure did not include the required content; specifically, that if a complaint alleges harm or risk of harm to a resident, the investigation shall commence immediately.

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/>

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| Signature of Inspector  | Date December 29, 2017 |
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