

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

Inspection Information	
Date of Inspection: December 18, 2017	Name of Inspector: Tania Buko
Inspection Type: Mandatory Reporting Inspection	
Licensee: peopleCare Communities Inc. / 735 Bridge Street, Waterloo, ON N2V 2H1 (the "Licensee")	
Retirement Home: Oakcrossing Retirement Living / 1238 Oakcrossing Road, London, ON N6H 0K2 (the "home")	
Licence Number: S0443	

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 O. Reg. 166/11, s. 22; Risk of falls.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>22. (3) If a resident of a retirement home falls in the home in circumstances other than those described in subsection (2) and the licensee or a staff member becomes aware of the fall, the licensee shall ensure that the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.</p>
<p>Inspection Finding</p> <p>The evidence showed that the home's falls prevention policy was aligned with the legislation; however, the home failed to fully follow the policy after three separate incidents of falls from the same resident. Specifically, the home did not complete all the proper documentation and there was no evidence provided at the time of the inspection to show the corrective actions taken by the home if any.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. 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/>

Signature of Inspector 	Date January 22, 2018
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