

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: February 9, 2018	Name of Inspector: Susan Lines
Inspection Type: Complaint Inspection	
Licensee: The Royale GP Corporation / 302 Town Centre Boulevard, Markham, ON L3R 0E8 (the "Licensee")	
Retirement Home: Red Oak Retirement Residence / 3501 Campeau Drive, Kanata, ON K2K 0C1 (the "home")	
Licence Number: N0190	

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


NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p>
<p>Inspection Finding</p> <p>The licensee did not ensure that the administration of medication and meal care services that the licensee provided to the resident were provided to the resident in accordance with the plan of care and the prescribed requirements.</p>
<p>Outcome</p> <p>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 April 24, 2018
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