

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

Inspection Information	
<b>Date of Inspection:</b> May 2, 2018	<b>Name of Inspector:</b> Corina Gadde
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Riverview Heights Limited Partnership / 400 Bell Street, Pembroke, ON K8A 2K5 (the "Licensee")	
<b>Retirement Home:</b> Riverview Heights Retirement Residence / 400 Bell Street, Pembroke, ON K8A 2K5 (the "home")	
<b>Licence Number:</b> N0138	

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


NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 56; Residents' Council.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>56. (1)</b> The licensee of a retirement home shall allow the residents of the home to establish a Residents' Council for the home.</p>
<p><b>Inspection Finding</b></p> <p>While the home did communicate to residents that they are encouraged to form a Residents' Council, the home did not allow a resident to hold a meeting to discuss forming a Council. The home also communicated to residents a specified format for starting a Council that had to go through management, rather than allowing the residents to form one on their own.</p>
<p><b>Outcome</b></p> <p>Licensee submitted a plan to achieve compliance by June 15, 2018. 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 May 18, 2018
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