

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

Inspection Information	
Date of Inspection: April 25, 2018	Name of Inspector: Georges Gauthier
Inspection Type: Mandatory Reporting Inspection	
Licensee: Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")	
Retirement Home: The Village of Riverside Glen / 60 Woodlawn Road, Guelph, ON N1H 8M8 (the "home")	
Licence Number: T0130	

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 the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>73. (2)</u> The procedure shall comply with the regulations.</p>
<p>Inspection Finding</p> <p>At the time of inspection, the complaints procedure failed to include the time frame in which complaints are to be dealt with and the communication with the complainant on the expected resolution date, what has been done to resolve the complaint or reasons why the licensee believes that the complaint is unfounded as described in O. Reg. 166/11, s. 59(1)(2), (3) and 4(ii).</p>
<p>Outcome</p> <p>The Licensee submitted plan to achieve compliance by June 12, 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 22, 2018
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