

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

| Inspection Information | |
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| Date of Inspection: August 20, 2018 | Name of Inspector: Tania Buko |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Heritage River Retirement Community Corporation / 25 Wellington Drive, Elora, ON N0B 1S0 (the "Licensee") | |
| Retirement Home: Heritage River Retirement Residence / 25 Wellington Drive, Elora, ON N0B 1S0 (the "home") | |
| Licence Number: T0167 | |

| Purpose of Inspection |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <p style="padding-left: 40px;">(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;</p> |
| <p>Inspection Finding</p> <p>Following an incident of resident to resident physical abuse, the home identified the aggressor as posing a risk to residents and requiring heightened monitoring. However, there was no documented evidence to support that the home conducted heightened monitoring including the completion of Heightened Monitoring Communication Report and the identification of the frequency of monitoring in the resident's plan of care, as per the home's behaviour management strategies.</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/>

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| Signature of Inspector  | Date September 19, 2018 |
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