

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

Inspection Information	
Date of Inspection: September 7, 2018	Name of Inspector: Chelisa Karran
Inspection Type: Mandatory Reporting Inspection	
Licensee: Seasons Retirement Communities (Clarington) GP Inc. / 1315 North Service Road, Oakville, ON L6H 1A7 (the "Licensee")	
Retirement Home: Seasons Clarington / 65 Clarington Boulevard, Bowmanville, ON L1C 0A1 (the "home")	
Licence Number: T0395	

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

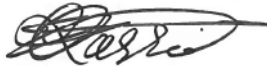
NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <p>1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.</p>
<p>Inspection Finding</p> <p>The home failed to recognize reported issues as either a complaint or potentially an allegation of neglect; specifically the complaints had not been documented as per the home's policy and there was no documented evidence that the home had conducted an investigation as per the requirements of the legislation.</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 October 10, 2018
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