

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

Inspection Information	
Date of Inspection: September 19, 2018	Name of Inspector: Douglas Crust
Inspection Type: Routine Inspection	
Licensee: The Amberwood Suites GP Inc., on behalf of The Amberwood Suites LP / 130 Elm Street, Sudbury, ON P3C 1T6 (the "Licensee")	
Retirement Home: The Amberwood Suites / 1385 Regent Street, Sudbury, ON P3E 3Z1 (the "home")	
Licence Number: N0440	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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>The Licensee's complaint procedure was not fully aligned with the requirements. Specifically, the complaint procedure did not include that a response to a complainant may indicate that the Licensee believes the complaint to be unfounded and the reasons for that belief, as described in O. Reg. 166/11, s. 59(1) 4 ii.</p>
<p>Outcome</p> <p>The Licensee took corrective action to achieve compliance.</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 11, 2018
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