

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

Inspection Information	
<b>Date of Inspection:</b> August 30, 2018	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Ventas SSL Ontario II Inc. / 10350 Ormsby Park Place, Louisville, KY 40223 (the "Licensee")	
<b>Retirement Home:</b> Sunrise of Thornhill / 484 Steeles Avenue, Thornhill, ON L4J 0C7 (the "home")	
<b>Licence Number:</b> T0200	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p><b>Inspection Finding</b></p> <p>On receiving an allegation of possible resident abuse the Licensee did not fully implement their zero tolerance of resident abuse and neglect policy.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by November 15, 2018. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>23. (1)</b> Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p>
<p><b>Inspection Finding</b></p> <p>The Licensee did not implement specific behaviour management strategies for a resident who exhibited behaviours.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by November 15, 2018. RHRA to confirm compliance by inspection.</p>

**3. The Licensee failed to comply with O. Reg. 166/11, s. 39; Assistance with ambulation.**

Specifically, the Licensee failed to comply with the following subsection(s):

- 39.** If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with ambulation, the licensee shall ensure that,  
(a) staff use safe transferring and positioning devices or techniques when assisting the resident;

**Inspection Finding**

During the provision of care to a resident, staff failed to use safe transferring techniques.

**Outcome**

The Licensee submitted plan to achieve compliance by October 31, 2018. RHRA to confirm compliance by inspection.

**4. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 60; Standards.**

Specifically, the Licensee failed to comply with the following subsection(s):

- 60. (1)** Every licensee of a retirement home shall ensure that the care services that the licensee and the staff of the home provide to the residents of the home meet the prescribed care standards.

**Inspection Finding**

The evidence indicated that provision of a care service did not meet the prescribed standard for care.

**Outcome**


The Licensee submitted plan to achieve compliance by November 15, 2018. RHRA to confirm compliance by inspection.

**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 16, 2018
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