

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

Inspection Information	
<b>Date of Inspection:</b> September 20, 2018	<b>Name of Inspector:</b> Ben Razulis
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Amica Mature Lifestyles Inc. / Style de Vie Amica Inc. / 20 Queen Street, Toronto, ON M5H 3R4 (the "Licensee")	
<b>Retirement Home:</b> Amica at Erin Mills / 4620 Kimbermount Avenue, Mississauga, ON L5M 5W5 (the "home")	
<b>Licence Number:</b> T0147	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").


NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Documentation.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (10)</b> The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p> <p><b>62. (11)</b> The licensee shall ensure that the following are documented in accordance with the regulations, if any:</p> <ol style="list-style-type: none"> <li>1. The provision of the care services set out in the plan of care.</li> </ol>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to ensure that a resident was fully provided care in accordance with the resident's plan of care. Documentation of the provision of continence care to this resident was not being done consistently by the home.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by October 31, 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 October 31, 2018
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