

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

Inspection Information	
Date of Inspection: October 2, 2018	Name of Inspector: Corina Gadde
Inspection Type: Complaint Inspection	
Licensee: VIVA Retirement Communities Inc. / 3845 Bathurst Street, Toronto, ON M3H 3N2 (the "Licensee")	
Retirement Home: Waterside Retirement Community / 105 McNeely Avenue, Carleton Place, ON K7C 0B6 (the "home")	
Licence Number: T0027	

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


NON-COMPLIANCE
<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;">(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;</p>
<p>Inspection Finding</p> <p>Over a period of several months a resident was expressing behaviour that the home repeatedly said was inappropriate and must not continue. However, the home failed to adequately address the cause of the identified behaviour, which was the resident attempting to find resolution to an ongoing issue which the home had not addressed to the resident's satisfaction. This resulted in emotional distress for that resident.</p>
<p>Outcome</p> <p>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 November 7, 2018
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