

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: November 28, 2018	Name of Inspector: Rachelle Harber
Inspection Type: Routine Inspection	
Licensee: Pioneer Elder Care Inc. / 37 Royal York Road, St. Catharines, ON L2N 2N7 (the "Licensee")	
Retirement Home: Pioneer Elder Care / 29 St. Helena Street, St. Catharines, ON L2N 3Z9 (the "home")	
Licence Number: S0402	

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
1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee. Specifically, the Licensee failed to comply with the following subsection(s): <u>73. (2)</u> The procedure shall comply with the regulations. <u>59. (2)</u> The licensee shall ensure that a written record is kept in the retirement home that includes, (f) any response made in turn by the complainant.
Inspection Finding The Licensee's procedure for complaints does not meet the requirements set out in this section.
Outcome The Licensee has demonstrated it has taken corrective action to achieve compliance. 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 December 13, 2018
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