

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

Inspection Information	
Date of Inspection: January 2, 2019	Name of Inspector: Susan Lines
Inspection Type: Complaint Inspection	
Licensee: City View Retirement Living LTD / 151 Meadowlands Drive, Ottawa, ON K2G 2S3 (the "Licensee")	
Retirement Home: City View Retirement Community / 151 Meadowlands Drive, Ottawa, ON K2G 2S3 (the "home")	
Licence Number: N0410	

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. 59; Procedure for complaints to licensee.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <ol style="list-style-type: none"> 2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint. 3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances. 4. A response shall be made to the person who made the complaint, indicating, <ol style="list-style-type: none"> i. what the licensee has done to resolve the complaint, ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.
<p>Inspection Finding</p> <p>The Licensee failed to ensure that the home implemented its complaints procedure as required after receiving a complaint.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p>

2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 61; No interference.

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

61. (2) Subject to sections 67 and 68, a licensee of a retirement home shall not interfere with the provision of care services to a resident of the home by an external care provider.

Inspection Finding

The evidence showed that the Licensee interfered with the provision of care services to a resident of the home by an external care provider.

Outcome


The Licensee must take corrective action to achieve compliance.

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/>

<p>Signature of Inspector</p> 	<p>Date</p> <p>March 7, 2019</p>
---	----------------------------------