

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

Inspection Information	
<b>Date of Inspection:</b> August 23, 2019	<b>Name of Inspector:</b> Sabrina Gill
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Schlegel Villages Inc. / 325 Max Becker Drive, Kitchener, ON N2E 4H5 (the "Licensee")	
<b>Retirement Home:</b> The Village of Riverside Glen / 60 Woodlawn Road, Guelph, ON N1H 8M8 (the "home")	
<b>Licence Number:</b> T0130	

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 O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (1)</b> 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> <p style="padding-left: 40px;">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.</p>
<p><b>Inspection Finding</b></p> <p>The evidence illustrated that a concern was reported to the home and the Licensee failed to provide a response to the complaint within 10 business days of the receipt of the complaint.</p>
<p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p style="padding-left: 40px;">(a) the nature of each verbal or written complaint;</p> <p style="padding-left: 40px;">(b) the date that the complaint was received;</p> <p style="padding-left: 40px;">(c) the type of action taken to resolve the complaint, including the date of the action, time frames</p>

for actions to be taken and any follow-up action required;  
 (d) the final resolution, if any, of the complaint;  
 (e) every date on which any response was provided to the complainant and a description of the response;  
 (f) any response made in turn by the complainant.

**Inspection Finding**

The Licensee failed to keep a written record for complaints raised concerning a particular resident.

**Outcome**

The Licensee took corrective action to achieve compliance.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.**

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

- 62. (4)** The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,
- (b) the planned care services for the resident that the licensee will provide, including,
    - (iii) clear directions to the licensee’s staff who provide direct care to the resident;

**Inspection Finding**

The evidence illustrated that a resident’s plan of care was not compliant as it did not provide clear directions to staff who provide direct care to the resident.

**Outcome**

The Licensee took 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/>

Signature of Inspector  	Date  October 16, 2019
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