

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

Inspection Information	
<b>Date of Inspection:</b> October 28, 2019	<b>Name of Inspector:</b> Tania Buko
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Dementia Care (Kitchener) Inc. / 145 Queen Street, St. Marys, ON N4X 1B2 (the "Licensee")	
<b>Retirement Home:</b> Highview Residences Kitchener / 20 Reichert Drive, Kitchener, ON N2P 0G9 (the "home")	
<b>Licence Number:</b> T0513	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p><b>Inspection Finding</b></p> <p>Staff and management at the home failed to recognize several incidents of witnessed resident to resident sexual abuse and resident to resident physical abuse as such, and failed to follow the home's zero tolerance of abuse and neglect policy by not reporting the incidents to the registrar and not fully investigating the incidents of abuse.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 15, 2019. 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 15, 2019
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