

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

Inspection Information	
Date of Inspection: November 13, 2019	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: Tri-County Mennonite Homes / 200 Boullee Street, New Hamburg, ON N3A 2K4 (the "Licensee")	
Retirement Home: Nithview Community / 200 Boullee Street, New Hamburg, ON N3A 2K4 (the "home")	
Licence Number: T0115	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 73; Requirements for procedure.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>73. (2)</u> The procedure shall comply with the regulations.</p>
<p>Inspection Finding</p> <p>The Licensee's complaint procedure does not comply with the requirements set out in the Regulation. Specifically, the procedure does not set out the process or timelines for complaints that can not be investigated and resolved within 10 business days, as described in O. Reg., s. 59 (1) 3.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>62. (10)</u> The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p>
<p>Inspection Finding</p>

The plan of care for a resident set out specific requirements for toileting, however at the inspection the Licensee was not able to demonstrate that this resident's care service was provided to the resident as described in the plan.

Outcome

The Licensee has advised 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 31, 2019
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