

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

Inspection Information	
Date of Inspection: March 3, 2020	Name of Inspector: Corina Gadde
Inspection Type: Mandatory Reporting Inspection	
Licensee: Riverview Heights Limited Partnership / 400 Bell Street, Pembroke, ON K8A 2K5 (the "Licensee")	
Retirement Home: Riverview Heights Retirement Residence / 400 Bell Street, Pembroke, ON K8A 2K5 (the "home")	
Licence Number: N0138	

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 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> <p>4. A response shall be made to the person who made the complaint, indicating,</p> <p style="padding-left: 40px;">i. what the licensee has done to resolve the complaint,</p> <p style="padding-left: 40px;">ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p> <p>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>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.</p>
<p>Inspection Finding</p> <p>The home did not respond to written complaints they received from a resident.</p>
<p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date March 27, 2020
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