

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

Inspection Information	
<b>Date of Inspection:</b> April 15, 2021	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> AON INC. / 307 Aylmer Street, Peterborough, ON K9J 7M4 (the "Licensee")	
<b>Retirement Home:</b> Royal Gardens Retirement Residence / 1160 Clonsilla Avenue, Peterborough, ON K9J 8P8 (the "home")	
<b>Licence Number:</b> T0005	

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 O. Reg. 166/11, s. 27; Infection prevention and control program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p style="padding-left: 40px;"><b>27. (5)</b> The licensee of a retirement home shall ensure that,</p> <p style="padding-left: 80px;">(0.b) all reasonable steps are taken in the retirement home to follow,</p> <p style="padding-left: 120px;">(i) any directive respecting coronavirus (COVID-19) issued to long-term care homes by the Chief Medical Officer of Health under section 77.7 of the Health Protection and Promotion Act.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to comply with Directive #3 by refusing to allow a resident to designate two persons as caregivers as set out by the directive and the associated Retirement Home COVID-19 visiting Policy.</p>
<p><b>Outcome</b></p> <p>At the time of the inspection, the Licensee was not in compliance. The home has since taken 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 June 3, 2021
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