

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

Inspection Information	
<b>Date of Inspection:</b> August 20, 2021	<b>Name of Inspector:</b> Nathalie Bartlett
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> OVL Operations Inc. / 22 St. Claire Avenue East, Toronto, ON M4T 2S3 (the "Licensee")	
<b>Retirement Home:</b> Orchard Walk Retirement Living / 1491 Manotick Station Road, Greely, ON K4P 1P6 (the "home")	
<b>Licence Number:</b> N0433	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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. 62; Contents of plan.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (4)</b> 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,</p> <ul style="list-style-type: none"> <li>(b) the planned care services for the resident that the licensee will provide, including,           <ul style="list-style-type: none"> <li>(i) the details of the services,</li> <li>(ii) the goals that the services are intended to achieve,</li> <li>(iii) clear directions to the licensee's staff who provide direct care to the resident;</li> </ul> </li> </ul>
<p><b>Inspection Finding</b></p> <p>The licensee of a retirement home failed to ensure that some of the written plans of care set out the goals that the services are intended to achieve, the details of the services, and clear directions to the licensee's staff who provide direct care to the resident.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 31st, 2021. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</b></p>

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

**62. (9)** The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

1. The resident or the resident's substitute decision-maker.

**Inspection Finding**

The Licensee failed to ensure that some of the plans of care are signed by the resident or substitute decision-maker.

**Outcome**


The Licensee submitted a plan to achieve compliance by December 31st, 2021. 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 Retirement Home Database available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date August 31 <sup>st</sup> , 2021
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