

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

| Inspection Information   |  |
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| <b>Date of Inspection:</b> September 21, 2021  | <b>Name of Inspector:</b> Melissa Meikle |
| <b>Inspection Type:</b> Routine Inspection   |  |
| <b>Licensee:</b> 9723412 Canada Inc. / 19 rue Charlebois cp 117, Alfred, ON K0B 1A0 (the "Licensee") |  |
| <b>Retirement Home:</b> Villa St. Luc / 839 Rue Cartier , Curran, ON K0B 1C0 (the "home")            |  |
| <b>Licence Number:</b> N0422   |  |

| Purpose of Inspection   |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE   |
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| <p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Contents of plan. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.</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> <p style="padding-left: 40px;">(b) the planned care services for the resident that the licensee will provide, including,</p> <p style="padding-left: 80px;">(iii) clear directions to the licensee's staff who provide direct care to the resident;</p> <p><b>62. (9)</b> 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:</p> <p style="padding-left: 40px;">1. The resident or the resident's substitute decision-maker.</p> |
| <p><b>Inspection Finding</b></p> <p>Plans of Care reviewed were not completed as prescribed.</p>   |
| <p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by September 27, 2021. 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 Retirement Home Database available online at <http://www.rhra.ca/en/retirement-home-database>.

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| Signature of Inspector<br> | Date<br>September 27, 2021 |
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