

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

| Inspection Information | |
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| Date of Inspection: November 11, 2021 | Name of Inspector: Denise Tessier |
| 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 |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 58; Duties of licensee. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 58; No interference.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>58. (1) If a Residents' Council has been established for a retirement home, the licensee of the home shall,</p> <p>(a) co-operate with the Residents' Council and the Residents' Council assistant and provide them with the prescribed information and assistance within the prescribed time;</p> <p>(b) consult regularly with the Residents' Council and at a minimum at least every three months.</p> <p>58. (4) A licensee of a retirement home,</p> <p>(a) shall not interfere with the meetings or operation of the Residents' Council;</p> <p>(c) shall not prevent a member of the Residents' Council from performing any duties as a member of the Council and shall not otherwise hinder, obstruct or interfere with such a member carrying out those duties;</p> |
| <p>Inspection Finding</p> <p>The Licensee failed to cooperate with the Resident Council and was found to be interfering with its operations.</p> |
| <p>Outcome</p> <p>The Licensee must take corrective action to achieve compliance.</p> |
| <p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 56; Duty to respond.</p> |

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

56. (4) If the Residents’ Council has advised the licensee of concerns or recommendations under clause (3) (f) or (g), the licensee shall, within 10 days of receiving the advice, respond to the Residents’ Council in writing.

Inspection Finding

The Licensee failed on their duty to respond to Council.

Outcome

The Licensee must take corrective action to achieve compliance.

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 | Date |
|  | December 22, 2021 |