

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

Inspection Information	
Date of Inspection: December 10, 2021	Name of Inspector: Tania Buko
Inspection Type: Routine Inspection	
Licensee: Dementia Care (Kitchener) Inc. / 20 Reichert Drive, Kitchener, ON N2P 0G9 (the "Licensee")	
Retirement Home: Highview Residences Kitchener / 20 Reichert Drive, Kitchener, ON N2P 0G9 (the "home")	
Licence Number: T0513	

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>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The Licensee failed to fully investigate all reported incidents of alleged abuse and neglect.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by January 4, 2022. RHRA to confirm compliance by inspection.</p>
<p>2. 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. (2) The licensee shall ensure that a written record is kept in the retirement home that includes, (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;</p>

(e) every date on which any response was provided to the complainant and a description of the response;

Inspection Finding

The Licensee was unable to demonstrate a reviewed complaint managed by the home addressed the noted areas.

Outcome

The Licensee submitted a plan to achieve compliance by January 4, 2022. 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 <i>Tania Buko</i>	Date January 4, 2022
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