

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

Inspection Information	
Date of Inspection: March 3, 2022	Name of Inspector: Melissa Meikle
Inspection Type: Routine Inspection	
Licensee: CVH (No.6) LP / 766 Hespeler Road, Cambridge, ON N3H 5L8 (the "Licensee")	
Retirement Home: The Palace / 69 St. Paul Street, Alexandria, ON K0C 1A0 (the "home")	
Licence Number: N0280	

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 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. (3) The licensee shall ensure that,</p> <p style="padding-left: 40px;">(a) the written record is reviewed and analyzed for trends at least quarterly;</p>
<p>Inspection Finding</p> <p>Complaint are not analyzed as prescribed.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by March 30, 2022. 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>.

Signature of Inspector 	Date March 7, 2022
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