

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

Inspection Information	
Date of Inspection: March 10, 2022	Name of Inspector: Shyla Sittampalam, RN
Inspection Type: Mandatory Reporting Inspection	
Licensee: 1249708 Ontario Inc. / 148 Markham Road, Scarborough, ON M1M 2Z8 (the "Licensee")	
Retirement Home: Scarborough Retirement Residence / 148 Markham Road, Scarborough, ON M1M 2Z8 (the "home")	
Licence Number: T0139	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

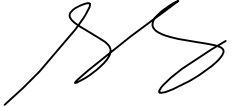
NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><u>67. (1)</u> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p>Inspection Finding</p> <p>A resident in the dining room requested assistance from staff during a meal, and staff initially refused to provide any assistance. Staff spoke to the resident in a way that was humiliating and caused the resident to feel embarrassed in front of other residents. These actions resulted in the emotional abuse of the resident.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by May 1, 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 21, 2022
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