

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

Inspection Information	
Date of Inspection: June 21, 2022	Name of Inspector: Cindy Ma
Inspection Type: Routine Inspection	
Licensee: Sienna Ontario RH GP Inc. / 302 Town Centre Boulevard , Markham, ON L3R 0E8 (the "Licensee")	
Retirement Home: Aspira Kensington Place Retirement Living / 866 Sheppard Avenue, Toronto, ON M3H 2T5 (the "home")	
Licence Number: T0524	

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. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <p>4. A response shall be made to the person who made the complaint, indicating,</p> <p> i. what the licensee has done to resolve the complaint,</p> <p> ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p> <p>1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.</p> <p>2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p> (f) any response made in turn by the complainant.</p> <p> (e) every date on which any response was provided to the complainant and a description of the response.</p>
<p>Inspection Finding</p> <p>The Licensee received a complaint from a resident's family member regarding an allegation of resident-to-resident abuse. The inspector reviewed the report. The Licensee failed to ensure that an investigation of the incident commenced immediately, as required. Further, the record did not include documentation to</p>

demonstrate that the Licensee provided the complainant a response; and any response made in turn by the complainant.

Outcome


The Licensee submitted a plan to achieve compliance by July 22nd, 2022. RHRA to confirm compliance by following up with the Licensee or 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 	Date July 4, 2022
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