

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

Inspection Information	
<b>Date of Inspection:</b> June 28, 2022	<b>Name of Inspector:</b> Chelisa Karran
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> 2548171 Ontario Inc. / 10158 Jane Street, Maple, ON L6A 3K1 (the "Licensee")	
<b>Retirement Home:</b> Kawartha Heights Retirement Home / 2300 Denure Drive, Peterborough, ON K9K 2G3 (the "home")	
<b>Licence Number:</b> T0506	

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><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>59. (2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> <li>(a) the nature of each verbal or written complaint;</li> <li>(b) the date that the complaint was received;</li> <li>(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;</li> <li>(d) the final resolution, if any, of the complaint;</li> <li>(e) every date on which any response was provided to the complainant and a description of the response;</li> <li>(f) any response made in turn by the complainant.</li> </ul>
<p><b>Inspection Finding</b></p> <p>A report was made to the RHRA outlining concerns relating to medication administration, staff training, dietary restrictions, a hospital transfer and resident care. As part of the response to the report, the inspector reviewed applicable policies and procedures, staff training records, the resident's care file, and interviewed relevant staff. The inspector found that the Licensee failed to provide evidence of a written record containing all the information required in the legislation for two complaints.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.**

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

**62. (10)** The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.

**Inspection Finding**

As part of the above-mentioned inspection, evidence pertaining to care services for a resident were reviewed. The inspector found that peri care was not provided to a resident, as set out in their plan of care.

**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>.

Signature of Inspector	Date
	August 8, 2022