

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

Inspection Information	
<b>Date of Inspection:</b> August 26, 2022	<b>Name of Inspector:</b> Ingrid Boiago RN
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> LP Hamilton Holdings Inc. / 323 LaFontaine Road, Tiny, ON L9M 0H1 (the "Licensee")	
<b>Retirement Home:</b> Valley Town Residence / 33 Main Street, Dundas, ON L9H 2P7 (the "home")	
<b>Licence Number:</b> S0515	

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. 27; Infection prevention and control program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>27. (5)</b> The licensee of a retirement home shall ensure that, (0.a) any guidance, advice or recommendations given to retirement homes by the Chief Medical Officer of Health are followed in the retirement home;</p>
<p><b>Inspection Finding</b></p> <p>Upon entering the home in the course of an inspection, the inspector noted that there was no active screening being done. The one staff on duty confirmed that she was not screening while busy. The Licensee failed to ensure that all visitors were actively screened as required.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</p>
<p><b>2. 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. (1)</b> 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>3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and</p>

a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

- 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;
  - (d) the final resolution, if any, of the complaint;
  - (e) every date on which any response was provided to the complainant and a description of the response;
  - (f) any response made in turn by the complainant.

**Inspection Finding**

A resident had contacted the RHRA regarding several complaints they had brought forward to the home surrounding his accommodations. As part of the inspection, the inspector reviewed the Licensee's complaints log and noted that the record of these complaints was in writing, however there was either no specified date the complaint was received, dates were crossed out and rewritten, there were no listed responses that were provided to the complainant or resolutions to the complaint if any, or the complainant's response. The Licensee failed to ensure that they had dealt with the complaint in accordance with the legislation, and kept a written record of these complaints as required.

**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  RN	Date  October 13, 2022
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