

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

Inspection Information	
Date of Inspection: September 8, 2022	Name of Inspector: Ingrid Boiago RN
Inspection Type: Mandatory Reporting Inspection	
Licensee: Caledonia LTC Inc. / 100 Arbors Lane, Vaughan, ON L4L 7G4 (the "Licensee")	
Retirement Home: RVilla Caledonia Retirement Living / 339 Argyle Street, Caledonia, ON N3W 1L7 (the "home")	
Licence Number: S0550	

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 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. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (a) the nature of each verbal or written complaint; (b) the date that the complaint was received; (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.
<p>Inspection Finding</p> <p>A family member of a resident had contacted the RHRA regarding several complaints they had brought forward to the home surrounding the resident's care. As part of the inspection, the inspector reviewed the Licensee's complaints log and noted that the record of these complaints did not have a compliant written record. Specifically, there was no record of the complaint, date the complaint was received, responses that were provided to the complainant, resolutions to the complaint if any, or the complainant's response. The Licensee failed to ensure that they had kept a written record of these of complaints that was in alignment with the legislation.</p>
<p>Outcome</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; Reassessment and revision.

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

62. (12) The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,

Inspection Finding

As part of the above mentioned inspection, the inspector reviewed the resident's chart and found that the resident had not been reassessed and their plan of care revised within the 6 month prescribed time as required. The home was not able to demonstrate that the resident's plan of care was in alignment with the regulations.

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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