

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

Inspection Information	
Date of Inspection: September 29, 2022	Name of Inspector: Denise Tessier
Inspection Type: Mandatory Reporting Inspection	
Licensee: HCN-Revera Lessee (Valley Stream) LP / 5015 Spectrum Way, Mississauga, ON L4W 0E4 (the "Licensee")	
Retirement Home: Valley Stream Manor / 2 Valley Stream Drive, Ottawa, ON K2H 0A5 (the "home")	
Licence Number: N0400	

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. 34; Assistance with feeding.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>34. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is assistance with feeding, the licensee shall ensure that,</p> <p>(e) if the resident is unable to independently access snacks and drinks between meals, the resident is given access to those items.</p>
<p>Inspection Finding</p> <p>A report was made to RHRA regarding alleged neglect of a resident. As part of the inspection in response to the report, the inspector reviewed records relating to the resident, and interviewed staff. The inspector confirmed that the Licensee failed to ensure that the resident of the home, who was not independent, was given access to snacks and refreshments in between meals as required.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or 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 October 27, 2022
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