

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

Inspection Information	
<b>Date of Inspection:</b> October 14, 2022	<b>Name of Inspector:</b> Michele Davidson
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> HCN-Revera Lessee (Glynwood) LP / 5015 Spectrum Way, Mississauga, ON L4W 0E4 (the "Licensee")	
<b>Retirement Home:</b> Glynwood / 7700 Bayview Avenue, Thornhill, ON L3T 5W1 (the "home")	
<b>Licence Number:</b> T0269	

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. 19; Maintenance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>19. (1)</b> Every licensee of a retirement home shall ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.</p>
<p><b>Inspection Finding</b></p> <p>A review of maintenance records indicated that the Licensee was aware that the chemical distributor in the cooling tower required replacement. The Licensee failed to ensure that the equipment was maintained in good repair.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 7, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>

**Inspection Finding**

The inspector reviewed service records and interviewed staff. It was found that the Licensee had been made aware of the problems with the water system and the consequences of not replacing the equipment. The Licensee’s failure to replace the equipment after being aware of the concerns for several years demonstrated a pattern of inaction which resulted in harm to one resident and a risk of harm to others.

**Outcome**

The Licensee submitted a plan to achieve compliance by December 7, 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 <i>M. Davidson</i>	Date November 2, 2022
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