

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

| Inspection Information | |
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| Date of Inspection: October 20, 2022 | Name of Inspector: Michele Clarke |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Canada-China Ageing Industry Development Inc. / 9225 Leslie St. Suite 201, Richmond Hill, ON L4B 3H6 (the "Licensee") | |
| Retirement Home: Victoria House Retirement Home / 190 Laclie Street, Orillia, ON L3V 4N4 (the "home") | |
| Licence Number: N0467 | |

| Purpose of Inspection |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <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 report was made to RHRA regarding suspected improper care of residents. As part of the inspection in response to the report, the inspector reviewed the record of complaints. Specifically, the record of complaints did not include the nature of a recent complaint, the date in which it was received, any response and resolution of the complaint. The Licensee failed to ensure their written record of a complaint included all the required elements.</p> |
| <p>Outcome</p> <p>The Licensee has demonstrated it has taken corrective action to achieve compliance.</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>.

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| Signature of Inspector  | Date November 25, 2022 |
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