

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

Inspection Information	
<b>Date of Inspection:</b> November 22, 2022	<b>Name of Inspector:</b> Melissa Meikle
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Riverstone Oakpark Limited Partnership / 2 Valour Drive, Ottawa, ON K1G 3T5 (the "Licensee")	
<b>Retirement Home:</b> Oakpark Retirement Community / 2 Valour Drive, Ottawa, ON K1G 3T5 (the "home")	
<b>Licence Number:</b> N0043	

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. 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 style="padding-left: 40px;">2. The complaint shall be resolved if possible, and a response that complies with paragraph 4 provided within 10 business days of the receipt of the complaint.</p> <p><b>59. (2)</b> The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p style="padding-left: 40px;">(a) the nature of each verbal or written complaint;</p> <p style="padding-left: 40px;">(b) the date that the complaint was received;</p> <p style="padding-left: 40px;">(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;</p> <p style="padding-left: 40px;">(d) the final resolution, if any, of the complaint;</p> <p style="padding-left: 40px;">(f) any response made in turn by the complainant.</p>
<p><b>Inspection Finding</b></p> <p>A report was made to RHRA regarding suspected neglect of a resident. As part of the inspection in response to the report, the inspector reviewed complaints relevant to the report and noted that 2 complaints did not have a compliant written record. Specifically, there is no evidence of documentation of the nature of each verbal or written complaint; the date that the complaint was received; the type of action taken to resolve the complaint; the final resolution; or any response made in turn by the complainant. The Licensee failed to ensure that their written record of complaints included all the required elements. Additionally, the Licensee failed to respond within the prescribed time.</p>

<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 16, 2022. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 41; Dementia care program.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>41. (2)</b> The program shall include,</p> <ul style="list-style-type: none"> <li>(a) therapies, techniques and activities, including mental stimulation, to maximize the functioning and independence of the resident in the areas of physical, cognitive, sensory and social abilities;</li> <li>(c) therapies, techniques and activities to promote quality of life and wellbeing for the resident;</li> <li>(e) strategies for identifying and addressing triggers for responsive behaviours if the resident exhibits responsive behaviours.</li> </ul>
<p><b>Inspection Finding</b></p> <p>A report was made to RHRA regarding the alleged neglect of a resident. As part of the inspection in response to the allegation, the inspector reviewed the Dementia Care Program and confirmed that the Licensee did not ensure that a program included the listed requirements. The Licensee failed to implement a Dementia Care Program for a resident as required.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by December 19, 2022. 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>.

<p>Signature of Inspector</p> 	<p>Date</p> <p>December 9, 2022</p>
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