

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

Inspection Information	
<b>Date of Inspection:</b> December 14, 2022	<b>Name of Inspector:</b> Melissa Meikle
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Alavida Lifestyles / 18 Antares Drive, Ottawa, ON K2E 1A9 (the "Licensee")	
<b>Retirement Home:</b> Park Place Retirement Residence / 110 Central Park Drive, Ottawa, ON K2C 4G3 (the "home")	
<b>Licence Number:</b> N0140	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (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> <ul style="list-style-type: none"> <li>4. A response shall be made to the person who made the complaint, indicating,               <ul style="list-style-type: none"> <li>i. what the licensee has done to resolve the complaint,</li> </ul> </li> <li>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.</li> </ul>
<p><b>Inspection Finding</b></p> <p>A complaint was made to RHRA regarding the alleged improper care of a resident. The inspector reviewed the Licensee's complaints log and noted that 3 complaints were not responded to within the prescribed time. Furthermore, the complainant was not provided with what the licensee has done to resolve the complaint.</p>
<p><b>Outcome</b></p> <p>The Licensee has demonstrated it has taken corrective action to achieve compliance.</p>
<p><b>2. 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>

**19. (1)** 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.

**Inspection Finding**

As part of the inspection in response to the allegation, the inspector reviewed the Licensee’s maintenance program policies and confirmed the preventative and/or remedial maintenance of call bell devices provided by the home were not followed. The Licensee failed to ensure their maintenance program was complied with fully.

**Outcome**

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.

**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 January 4, 2023
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