

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

Inspection Information	
Date of Inspection: December 29, 2022	Name of Inspector: Denise Tessier
Inspection Type: Mandatory Reporting Inspection	
Licensee: OVL Operations Inc. / 22 St. Claire Avenue East, Toronto, ON M4T 2S3 (the "Licensee")	
Retirement Home: Orchard Walk Retirement Living / 1491 Manotick Station Road, Greely, ON K4P 1P6 (the "home")	
Licence Number: N0433	

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 the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>62. (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p>
<p>Inspection Finding</p> <p>The Licensee reported to RHRA regarding suspected improper care 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 found that the Licensee failed to follow the resident plan of care regarding the assistance with feeding and setting up the meal when delivered.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by January 24, 2023. RHRA to confirm compliance by following up with the Licensee or by inspection.</p>
<p>2. The Licensee failed to comply with O. Reg. 166/11, s. 40; Provision of a meal.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>40. If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the provision of a meal, the licensee shall ensure that,</p>

(a) if the licensee is the sole provider of the resident’s meals, the resident is offered at least three meals per day at reasonable and regular meal hours, a beverage between the morning and midday meals, a snack and a beverage between the midday and evening meals and a snack and a beverage after the evening meal;

Inspection Finding

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 regular access to snacks and refreshments in between meals as required.

Outcome


The Licensee submitted a plan to achieve compliance by January 24, 2023. 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 20, 2023
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