

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

Inspection Information	
Date of Inspection: January 17, 2023	Name of Inspector: Denise Tessier
Inspection Type: Complaint Inspection	
Licensee: Alavida Lifestyles / 18 Antares Drive, Ottawa, ON K2E 1A9 (the "Licensee")	
Retirement Home: Park Place Seniors' Suites / 120 Central Park Drive, Ottawa, ON K2C 4J6 (the "home")	
Licence Number: N0141	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<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. (3) The licensee shall ensure that,</p> <ul style="list-style-type: none"> (a) the written record is reviewed and analyzed for trends at least quarterly; (b) the results of the review and analysis are taken into account in determining what improvements are required in the retirement home; (c) a written record is kept of each review and of the improvements made in response.
<p>Inspection Finding</p> <p>A report was made to RHRA which included multiple allegations relating to resident safety and communications. The inspector reviewed the Licensee's complaints information and noted there was no quarterly analysis completed. The Licensee failed to ensure there was a review of all complaints at least quarterly for improvement as required.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by March 17, 2023. 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>.

Signature of Inspector 	Date February 27, 2023
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