

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

Inspection Information	
<b>Date of Inspection:</b> February 22, 2023	<b>Name of Inspector:</b> Jennifer Sarkis
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> LLGP III Inc. / 330 Bay Street, Toronto, ON M5H 2S9 (the "Licensee")	
<b>Retirement Home:</b> Plymouth Cordage Retirement Community / 110 First Street, Welland, ON L3B 4S2 (the "home")	
<b>Licence Number:</b> S0523	

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

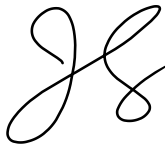
NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee reported to the RHRA that an alleged incident of staff-to-resident abuse had occurred. The inspector interviewed staff, reviewed the resident's medical file, as well as the records of the incident in the home. The inspector confirmed that the resident reported the allegation to staff at the home; however, this staff member did not report it to their manager so that an investigation could be completed immediately. The resident reported it again the following day to another staff member who in turn notified the Executive Director. The following day the Executive Director, once made aware, started an investigation and completed all necessary steps within their zero tolerance to abuse policy. The home was not able to demonstrate that an immediate investigation had taken place when the resident initially reported the allegation to the home.</p>
<p><b>Outcome</b></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>.

Signature of Inspector 	Date March 13, 2023
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