

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

Inspection Information	
<b>Date of Inspection:</b> March 9, 2023	<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 the RHA, S.O. 2010, c. 11, s. 62; Contents of plan.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (4)</b> The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,</p> <p style="padding-left: 40px;">(b) the planned care services for the resident that the licensee will provide, including,</p> <p style="padding-left: 80px;">(iii) clear directions to the licensee's staff who provide direct care to the resident;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee made a report to the 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. The inspector found that the plan of care was missing clear direction to the staff regarding care needs and services. The Licensee failed to ensure that staff who provided direct care to the resident had clear direction as required.</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 21, 2023
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