

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

Inspection Information	
Date of Inspection: February 24, 2023	Name of Inspector: Ingrid Boiago RN
Inspection Type: Mandatory Reporting Inspection	
Licensee: LP Hamilton Holdings Inc. / 323 LaFontaine Road, Tiny, ON L9M 0H1 (the "Licensee")	
Retirement Home: Valley Town Residence / 33 Main Street, Dundas, ON L9H 2P7 (the "home")	
Licence Number: S0515	

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 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. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <ul style="list-style-type: none"> (a) the nature of each verbal or written complaint; (b) the date that the complaint was received; (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required; (d) the final resolution, if any, of the complaint; (e) every date on which any response was provided to the complainant and a description of the response; (f) any response made in turn by the complainant.
<p>Inspection Finding</p> <p>The RHRA received a report relating to alleged neglect of a resident who was unable to access the home. The resident had made complaints to the Licensee regarding concerns that staff were not responsive during a number of occurrences where the resident required assistance. As part of the inspection, the inspector reviewed the complaints log and noted that there was no record of these complaints in writing. While the home's management stated they spoke to the resident about these concerns, there is no documented record indicating the specified date the complaints were received, or the responses or resolutions given to the resident. The Licensee failed to ensure that complaints were dealt with in accordance with the legislation and kept a written record of these complaints as required.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance</p>


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  RN	Date March 21, 2023
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