

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

Inspection Information	
Date of Inspection: 3/7/2023	Name of Inspector:
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-003247 - Sienna Ontario RH GP Inc.	
Retirement Home: Aspira Quinte Gardens Retirement Living	
License Number: N0476	

### About Responsive Inspections

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home where the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the “RHA”) that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm to residents. The inspector will observe the operations of the home, interview relevant individuals, review records and other documentation, and assess policies and practices designed to protect the welfare of residents.

Following a responsive inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. If included, the licensee can respond to these instances and is strongly encouraged to do so.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any responsive inspection findings. The final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports must be provided to the home’s Residents’ Council.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements to the home.

If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take enforcement action.

### Concern(s)

*During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the inspection. Any findings of non-compliance identified in relation to these concerns will be included in the report.*

#### Concern #1: CON-5075-Cleanliness

### RHRA Inspector Findings

A report was made to the RHRA regarding cleanliness, alleged financial abuse and the provision of meals. The licensee provided evidence of a written record for two complaints, including the dates which responses were provided and the dates of follow-up by the complainant.

### Outcome

At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action.

### Additional Findings

*During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concerns identified in the report. In addition, an inspector may follow-up on findings identified in the report. If the licensee demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for compliance.*

**Not Applicable**

### Current Inspection – Citations

*Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.*

**Not Applicable**

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**REPORT**  
**Residential Care Act, 2010**

<b>Inspector: Chelisa Karran</b>

ome. A responsive inspection is conducted when RHRA receives information that the  
*HA*). An inspection being conducted does not infer that an allegation is substantiated or  
or risk of harm to a resident. During a responsive inspection, an RHRA inspector may  
n, and determine whether the licensee’s management and staff have followed mandatory

e licensee. The draft report may include instances where the licensee has failed to meet  
d to inform RHRA of its plans to meet the standards of the *RHA*.

nse from the licensee with their plans to meet the standards of the *RHA*. The most recent  
ion reports from the previous two years must also be made available in an easily  
ouncil, if one exists.

of their current practices.

e further action.

*ction and may take various actions to determine whether the licensee is compliant with  
are listed below.*

e inspector reviewed the Licensee’s complaints log and found that the Licensee failed to  
d to the complainant and descriptions of the responses, as well as the responses made in

on to achieve compliance.

*e concern(s) which prompted the inspection. In these cases, an inspector may cite the  
ngs of non-compliance from previous inspections. Where the licensee is unable to  
these repeat contraventions at the time of this inspection.*

*below.*

**Closed Citations**

*During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection if the inspector has verified that at the time of this report, the licensee was able to demonstrate that the following*

**Ontario Regulation 166/11:****s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

**s. 59. (2), (a)**

(a) the nature of each verbal or written complaint;

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

**s. 59. (2), (b)**

(b) the date that the complaint was received;

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

**s. 59. (2), (c)**

(c) the type of action taken to resolve the complaint, including the date of the action, time frames for action,

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

**s. 59. (2), (d)**

(d) the final resolution, if any, of the complaint;

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

**s. 59. (2), (e)**

(e) every date on which any response was provided to the complainant and a description of the response;

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

**s. 59. (2), (f)**

(f) any response made in turn by the complainant.

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the RHRA and the home's Resident Representative.

Section 55 of the *RHA* requires that the Final Inspection Report be posted in the home in a conspicuous and accessible location. Copies of the 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 Inspection [database](#).

Signature of Inspector

ction, or verify compliance with areas initially cited during the current inspection. The areas have come into compliance.

ons to be taken and any follow-up action required;

idents' Council, if any.

easily accessible location. In addition, the Licensee must ensure that copies of every Final cation.

ent Home Database available online at <http://www.rhra.ca/en/retirement-home->

Date
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