

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

Inspection Information	
Date of Inspection: November 14, 2012	Name of Inspector: Janet Evans
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Royal Marquis / 590 Grand Marais Road E., Windsor, ON N8X 3H4 (the "home")	
Licence Number: S0058	

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

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75 (1); Reporting certain matters to Registrar.</p> <p>Specifically, the licensee failed to comply with the following subsection:</p> <p>s. 75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:</p> <p>4. Misuse or misappropriation of a resident's money.</p>
<p>Inspection Finding</p> <p>Between October 5, 2012 and October 18, 2012 there were seven incidents of thefts from residents reported to the Licensee. The Licensee did not immediately report these thefts to the RHRA. The thefts were reported on October 30, 2012.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67 (4); Policy to promote zero tolerance.</p> <p>Specifically, the licensee failed to comply with the following subsection:</p> <p>s. 67. (4) 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 the residents and shall ensure that the policy is complied with.</p>

Inspection Finding

Regarding the incidents of thefts noted above, the Licensee failed to follow its own abuse policy by failing to interview all relevant staff, as required by the policy.

Outcome

The Licensee has submitted and implemented a corrective action plan to address the areas of non-compliance identified above.

3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65 (2); Training.

Specifically, the licensee failed to comply with the following subsection:

s. 65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

- (a) the Residents' Bill of Rights;
- (b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (c) the protection afforded for whistle-blowing described in section 115;
- (d) the licensee's policy mentioned in subsection 68(3) regarding the use of personal assistance services devices for residents.

Inspection Finding

The home's management acknowledged that staff working in the home were not trained in the mandatory requirements as listed above.

Outcome

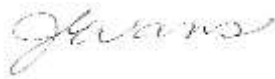
The Licensee has submitted and implemented a corrective action plan to address the areas of non-compliance identified above.

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 Public Register, available online at <http://rhra.ca/en/register/>.

Signature of Inspector 	Date March 7, 2013
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