

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

Inspection Information	
<b>Date of Inspection:</b> December 14, 2012	<b>Name of Inspector:</b> Janet Evans
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee")	
<b>Retirement Home:</b> Royal on Gordon / 1691 Gordon Street, Guelph, ON N1L 1E1 (the "home")	
<b>Licence Number:</b> T0090	

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

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75 (1); Reporting certain matters to Registrar.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 75. (1)</b> 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>2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.</p>
<p><b>Inspection Finding</b></p> <p>During the inspection, it was found that a resident involved in a reported incident of physical abuse had been involved in another incident of a similar nature. The Inspector determined that upon learning of this other incident of physical abuse, the Licensee had failed to report it to the RHRA.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65 (2); Obligations of licensees re staff.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <p>(b) the licensee's policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents.</p>

**Inspection Finding**

The Licensee failed to complete training related to zero tolerance of abuse with all staff.

**Outcome**

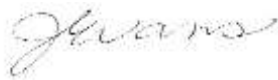
The Licensee has submitted and implemented a corrective action to address the areas of non-compliance, identified above.

**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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