

FINAL INSPECTION REPORT

Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: September 12, 2013	Name of Inspector: Heather Buchanan
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Chartwell Wynfield Retirement Residence / 431 Woodmount Drive, Oshawa, ON L1K 0P7 (the "home")	
Licence Number: T0081	

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 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><u>s. 67. (4)</u> 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 residents and shall ensure that the policy is complied with.</p>
<p>Inspection Finding</p> <p>The Inspector found that the Licensee did not follow its policy to promote zero tolerance of abuse and neglect of residents, as required by section 67(4) of the RHA.</p> <p>On September 3, 2013, a resident was physically abused by an external care provider, causing injury. On September 4, 2013, the home's management became aware of the incident but did not contact the police as set out in the home's policy to promote zero tolerance of abuse and neglect and set out in section 15(f) of <i>Ontario Regulation 166/11</i>.</p>
<p>Outcome</p> <p>Corrective action taken.</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 Public Register, available online at <http://rhra.ca/en/register/>.

Signature of Inspector 	Date October 28, 2013
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