

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

Inspection Information	
<b>Date of Inspection:</b> April 15, 2014	<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> Chartwell Heritage Glen Retirement Residence / 6509 Glen Erin Drive, Mississauga, ON L5N 8P9 (the "home")	
<b>Licence Number:</b> T0077	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b><u>s. 67. (1)</u></b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p>
<p><b>Inspection Finding</b></p> <p>The Licensee was aware of a male resident's increase in unwanted sexual behaviours towards various females of the home occurring November 2013 and December 2013. On December 4, 2013 they documented that a plan would be put in place to manage the resident's behaviour. At the time of the inspection there was no evidence of this being documented or implemented. On March 31, 2014 the male resident approached a female resident and unsuccessfully tried to pull her to the elevator to take her to his suite; he approached her again that day to have her leave her suite unlocked so he could enter.</p>
<p><b>Outcome</b></p> <p>Corrective action taken.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b><u>s. 65. (2)</u></b> Every licensee of a retirement home shall ensure that no staff work in the home unless they</p>

- 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;
  - (e) injury prevention;
  - (f) fire prevention and safety;
  - (g) the licensee’s emergency evacuation plan for the home mentioned in subsection 60 (3);
  - (h) the emergency plan and the infection prevention and control program of the licensee for the home mentioned in subsection 60 (4);
  - (i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person’s duties; and
  - (j) all other prescribed matters.

(5) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section:

1. Abuse recognition and prevention.
2. Mental health issues, including caring for persons with dementia.
3. Behaviour management.
4. Ways to minimize the need of residents for personal assistance services devices and if a resident needs such a device, the ways of using it in accordance with its manufacturer’s operating instructions, this Act and the regulations.
5. All other prescribed matters.

**Inspection Finding**

The Licensee failed to show evidence of training staff on the mandatory items as listed above.

**Outcome**

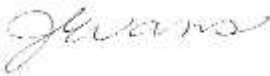
Corrective action required.

**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 June 3, 2014
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