

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

Inspection Information	
Date of Inspection: May 29, 2014	Name of Inspector: Corina Gadde
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Unit 700, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Chartwell Quail Creek Retirement Residence / 450 Albert Street, Renfrew, ON K7V 4K4 (the "home")	
Licence Number: N0050	

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. 75; Reporting certain matters to Registrar.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 75. (2) 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>Inspection Finding</p> <p>Chartwell's Corporate Office was made aware of an allegation of verbal/emotional abuse that took place on December 6, 2013 but did not report this allegation to the RHRA.</p>
<p>Outcome</p> <p>Corrective action taken by the Licensee.</p>
<p>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 74; Licensee's duty to respond to incidents of wrongdoing.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p>

s. 74. Every licensee of a retirement home shall ensure that,

(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:

(i) abuse of a resident of the home by anyone.

(b) appropriate action as determined in the context of this Part and in the circumstances is taken in response to every incident described in clause (a).

Inspection Finding

The Licensee was aware of an allegation of verbal/emotional abuse of a resident by the General Manager in December 2013. There is no evidence that they interviewed the alleged victim or any witnesses, or conducted any follow up with the alleged victim. Discussion and follow up with the alleged victim was delegated to the alleged abuser. There is no evidence to demonstrate that Chartwell followed their policy on Resident Abuse when conducting the investigation and follow up into this incident.

Outcome


Corrective action taken by the Licensee.

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 July 16, 2014
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