

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

Inspection Information	
<b>Date of Inspection:</b> August 12, 2014	<b>Name of Inspector:</b> Janet Evans
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")	
<b>Retirement Home:</b> Chartwell Bankside Terrace Retirement Residence / 71 Bankside Drive, Kitchener, ON N2N 3L1 (the "home")	
<b>Licence Number:</b> T0088	

Purpose of Inspection
The RHRA conducts routine inspections as set out in section 77(3) 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. 54; Information for residents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>54. (1)</b> Every licensee of a retirement home shall ensure that,</p> <p style="padding-left: 40px;">(a) a package of information that complies with this section is given to every resident of the home and to the substitute decision-maker of the resident, if any, before the resident commences his or her residency;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to provide short stay/respice residents with a copy of the CHIP as per requirements.</p>
<p><b>Outcome</b></p> <p>Corrective action scheduled to be completed by the Licensee by September 10, 2014.</p>
<p><b>2. The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>44. (2)</b> The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:</p> <p style="padding-left: 40px;">7. The matters listed in subsection 43 (2).</p>


<p><b>Inspection Finding</b></p> <p>There was evidence of assessments being completed by the Licensee however the Licensee failed to consistently document information related to infectious disease.</p>
<p><b>Outcome</b></p> <p>Corrective action scheduled to be completed by the Licensee by August 18, 2014.</p>
<p><b>3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>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 style="padding-left: 40px;">(d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</p>
<p><b>Inspection Finding</b></p> <p>The Licensee failed to train all staff with respect to Personal Assistance Services Devices.</p>
<p><b>Outcome</b></p> <p>Corrective action scheduled to be completed by the Licensee by August 12, 2014.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 21; Hazardous substances.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>21. (2)</b> Every licensee of a retirement home shall ensure that all hazardous substances used by staff of the home or under their control are labelled properly and are kept inaccessible to residents at all times.</p>
<p><b>Inspection Finding</b></p> <p>During the inspection a housekeeping cart with hazardous substances on it was left unattended in the hallway to resident suites.</p>
<p><b>Outcome</b></p> <p>Corrective action required by the Licensee.</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 September 19, 2014
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