

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

Inspection Information	
Date of Inspection: April 20, 2015	Name of Inspector: Heather Buchanan
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Chartwell Bayview Retirement Residence / 435 Dundas Street, Belleville, ON K8P 1B6 (the "home")	
Licence Number: N0080	

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 O. Reg. 166/11, s. 23; Behaviour management.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,</p> <ul style="list-style-type: none"> (a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home; (b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home; (c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home; (d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.
<p>Inspection Finding</p> <p>An incident of resident-to-resident physical abuse occurred on April 13, 2015 between non-capable resident A and capable resident B. An investigation was completed by the home, and police and the RHRA were notified. A previous incident of aggression by resident A towards another resident on February 21, 2015 was noted in resident A's progress notes by a UCP but it was not reported to registered staff or followed up. The incident on April 13, 2015 was not fully communicated to staff, with direction regarding monitoring, in the 24-hour Communication Log according to the home's Behaviour Management Strategy. There was no evidence that staff had been trained with respect to behaviour management. Staff of the home did not</p>

implement the home's Behaviour Management Strategy as the measures put into place by the home to address and monitor resident behaviours were not utilized.

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 May 21, 2015
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