

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

Inspection Information	
<b>Date of Inspection:</b> September 20, 2016	<b>Name of Inspector:</b> Georges Gauthier
<b>Inspection Type:</b> Complaint Inspection	
<b>Licensee:</b> Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")	
<b>Retirement Home:</b> Clair Hills Retirement Community / 530 Columbia Street, Waterloo, ON N2T 0B1 (the "home")	
<b>Licence Number:</b> T0464	

Purpose of Inspection
The RHRA received a complaint under section 83(1) of the Retirement Homes Act, 2010 (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with O. Reg. 166/11, s. 36; Continence care.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>36. (1)</b> If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is continence care, the licensee shall establish a continence care program that includes,</p> <ul style="list-style-type: none"> <li>(a) measures to promote continence;</li> <li>(b) measures to prevent constipation, including nutrition and hydration protocols;</li> <li>(c) toileting programs;</li> <li>(d) strategies to maximize the resident's independence, comfort and dignity, including the use of equipment, supplies, devices and assistive aids.</li> </ul>
<p><b>Inspection Finding</b></p> <p>One of the care services provided to residents of the home is continence care. The licensee failed to establish a continence care program within the home.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by October 24, 2016. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p>

**65. (4)** The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

**Inspection Finding**

There was no evidence to show the retraining requirements for the Licensee’s policy on zero tolerance of abuse and neglect of residents had been met.

**Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**3. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Persons who approve plans of care.**

**The Licensee failed to comply with O. Reg. 166/11, s. 43; Initial assessment of care needs.**

**The Licensee failed to comply with O. Reg. 166/11, s. 44; Full assessment of care needs.**

Specifically, the Licensee failed to comply with the following subsection(s):

**62. (9)** The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

- 2. The prescribed person if there is a person prescribed for the purpose of this paragraph.
- 3. A person with the requisite expertise in assessing the suitability of care services for the resident in light of those set out in the plan, if there is no person prescribed for the purpose of paragraph 2.

**43. (2)** The initial assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 6. Cognitive ability.

**44. (2)** The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

- 7. The matters listed in subsection 43 (2).

**Inspection Finding**

There was no evidence to show the initial assessment considered a resident’s cognitive ability. Further, the full assessment did not fully address bladder continence. Furthermore, the Plan of care did not contain the listed approvals and there was no evidence to show receipt of a copy of the plan of care.

**Outcome**


The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.

**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 14, 2016
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