

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

Inspection Information	
<b>Date of Inspection:</b> November 16, 2016	<b>Name of Inspector:</b> Chantale Clancy
<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 Lord Lansdowne Retirement Residence / 920 Bank Street, Ottawa, ON K1S 1M8 (the "home")	
<b>Licence Number:</b> N0424	

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 O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>25. (3)</b> The licensee shall ensure that the emergency plan provides for the following:</p> <ol style="list-style-type: none"> <li>2. Evacuation of the retirement home, including a system in the home to account for the whereabouts of all residents in the event that it is necessary to evacuate and relocate residents and evacuate staff and others in case of an emergency.</li> <li>3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.</li> </ol> <p><b>25. (4)</b> The licensee shall ensure that the emergency plan addresses the following components:</p> <ol style="list-style-type: none"> <li>1. Plan activation.</li> <li>2. Lines of authority.</li> <li>3. Communications plan.</li> <li>4. Specific staff roles and responsibilities.</li> </ol>
<p><b>Inspection Finding</b></p> <p>The Licensee was found to be non-compliant for having an emergency plan that was not specific to the home and therefore lacked a number of specified requirements. The Licensee also failed to have a proper evacuation procedure in place including a system to account for residents during an evacuation. Further,</p>

the Licensee failed to ensure that proper resources and supplies are set aside and readily available in an emergency.

**Outcome**

The Licensee submitted a plan to achieve compliance by January 27, 2017. RHRA to confirm by inspection.

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.**

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

**65. (2)** Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,  
(f) fire prevention and safety;

**Inspection Finding**

The Licensee was found to be non-compliant for failing to ensure that staff are trained in fire prevention and safety prior to commencement of work in the home.

**Outcome**


The Licensee took corrective action to achieve compliance.

**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 December 16, 2016
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