

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

Inspection Information	
<b>Date of Inspection:</b> September 6, 2017	<b>Name of Inspector:</b> Natalie Farmakovski
<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 Hilldale Retirement Residence / 309 Hilldale Road, Thunder Bay, ON P7G 0A2 (the "home")	
<b>Licence Number:</b> N0454	

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. (2)</b> The licensee shall ensure that the development of the emergency plan includes,</p> <ul style="list-style-type: none"> <li>(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;</li> <li>(b) identification of hazards and risks that may give rise to an emergency affecting the home, whether the hazards and risks arise within the home or in the surrounding vicinity or community, and strategies to address those hazards and risks.</li> </ul> <p><b>25. (3)</b> The licensee shall ensure that the emergency plan provides for the following:</p> <ul style="list-style-type: none"> <li>4. Identification of the community agencies, partner facilities and resources that will be involved in responding to an emergency.</li> </ul>
<p><b>Inspection Finding</b></p> <p>At the time of inspection, there was no evidence that the emergency plan was developed in consultation with community agencies nor did it identify community agencies that would be involved in emergency response. Also, the emergency plan did not identify community risks, as required by the legislation.</p>
<p><b>Outcome</b></p>

The Licensee submitted a plan to achieve compliance by November 3, 2017. RHRA to confirm compliance by inspection.

**2. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee.**

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

- 59. (2)** The licensee shall ensure that a written record is kept in the retirement home that includes,
- (b) the date that the complaint was received;
  - (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
  - (d) the final resolution, if any, of the complaint;
  - (e) every date on which any response was provided to the complainant and a description of the response;

**Inspection Finding**

At the time of inspection, the licensee failed to ensure that a written record of complaints was kept which included all the areas prescribed in the legislation.

**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 O. Reg. 166/11, s. 55; Contents of records.**

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

- 55. (2)** The record for each resident shall include,
- (d) a copy of the resident’s most recent plan of care;

**Inspection Finding**

At the time of inspection, the Licensee failed to complete a plan of care for the resident files examined.

**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 17, 2017
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