

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

| Inspection Information | |
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| Date of Inspection: September 11, 2017 | Name of Inspector: Susan Lines |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee") | |
| Retirement Home: Chartwell Pembroke Heritage Retirement Residence / 1111 Pembroke Street, Pembroke, ON K8A 8P6 (the "home") | |
| Licence Number: N0062 | |

| Purpose of Inspection |
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| The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>67. (4) Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.</p> |
| <p>Inspection Finding</p> <p>Staff was aware they should report immediately to the home's management when there was an incident of abuse or neglect but failed to do so as their abuse policy required. Consequently the home had not fully implemented their abuse policy.</p> |
| <p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 55; Contents of records.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>55. (5) A licensee of a retirement home shall keep records proving compliance with the Act and this Regulation in relation to,</p> |

(c) the skills, qualifications and training of the staff who work in the home;

Inspection Finding

The home did not have a record of a staff's training in the home's abuse policy as required.

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/>

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| Signature of Inspector  | Date October 26, 2017 |
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