

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

| Inspection Information   |  |
|--|--|
| <b>Date of Inspection:</b> December 6, 2017  | <b>Name of Inspector:</b> Corina Gadde |
| <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 Wedgewood Retirement Residence / 15 Market Street, Brockville, ON K6V 0A6 (the "home") |  |
| <b>Licence Number:</b> N0421   |  |

| 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 the RHA, S.O. 2010, c. 11, s. 54; Contents.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>54. (2)</b> The package of information shall include, at a minimum,<br/>(k) an itemized list of the different types of accommodation and care services provided in the retirement home and their prices;</p>   |
| <p><b>Inspection Finding</b></p> <p>The information package did not include pricing for continence care or assistance with ambulation.</p>  |
| <p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action. 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; Training.</b><br/><b>The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; On-going training.</b><br/><b>The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> |

- (b) the licensee’s policy mentioned in subsection 67 (4) to promote zero tolerance of abuse and neglect of residents;
- (d) the licensee’s policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;

**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.

**14. (2)** For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

**Inspection Finding**

There was no evidence that staff received training on the Abuse Policy or PASD Policy.

**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/>

|   |                                      |
|---|--------------------------------------|
| <p>Signature of Inspector</p>  | <p>Date</p> <p>December 21, 2017</p> |
|---|--------------------------------------|