

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

Inspection Information	
Date of Inspection: April 13, 2018	Name of Inspector: Tania Buko
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Chartwell Westmount Retirement Residence / 190 David Bergey Drive, Kitchener, ON N2E 3Y4 (the "home")	
Licence Number: T0082	

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

NON-COMPLIANCE
<p>1. The Licensee failed to comply with O. Reg. 166/11, s. 59; Procedure for complaints to licensee</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:</p> <p>4. A response shall be made to the person who made the complaint, indicating,</p> <p>i. what the licensee has done to resolve the complaint,</p> <p>ii. that the licensee believes the complaint to be unfounded and the reasons for the belief.</p> <p>59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,</p> <p>(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;</p> <p>(d) the final resolution, if any, of the complaint;</p> <p>(e) every date on which any response was provided to the complainant and a description of the response;</p> <p>(f) any response made in turn by the complainant.</p>
<p>Inspection Finding</p> <p>The Licensee failed to follow the directives of the complaints policy in the management of a complaint from a family member. There was no documented evidence to support what actions the home took to resolve the complaint, that a response was provided to the complainant, or that there was a final resolution.</p>
<p>Outcome</p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>

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 May 7, 2018
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