

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2021-T0440-93-01
Date of Order: February 22, 2021
Licensee: Chartwell Master Care Corporation (the "Licensee")
Retirement Home: Chartwell Grenadier Retirement Residence, Toronto, ON
Licence Number: T0440
Order Information: The Registrar issued an Order to Pay an Administrative Penalty under section 93 of the <i>Retirement Homes Act, 2010</i> (the "Act") to the Licensee. The Registrar believes on reasonable grounds that the Licensee contravened section 62(10) of the Act by failing to provide care services in accordance with a resident's plan of care, section 67(2) of the Act by failing to prevent the neglect of a resident, and section 27(5)(0.b) of the Regulation by failing to take all reasonable steps to follow the Directives for management of coronavirus (COVID-19) issued to long-term care homes by the Chief Medical Officer of Health (the "CMOH").