

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

Inspection Information	
<b>Date of Inspection:</b> November 15, 2021	<b>Name of Inspector:</b> Nathalie Bartlett
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Chapel Hill Limited Partnership / 175 Bloor Street, Toronto, ON M4W 3R8 (the "Licensee")	
<b>Retirement Home:</b> Chapel Hill Retirement Residence / 2305 Page Road, Orleans, ON K1W 1H3 (the "home")	
<b>Licence Number:</b> N0387	

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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Same, neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p><b>Inspection Finding</b></p> <p>The home failed to ensure that a resident's plan of care was followed the night of November 13, 2021. Night checks were not conducted, and her call bell was not answered when she called for assistance to use the washroom. The resident is identified as high risk for falls. This pattern of inaction resulted in the home failing to protect the resident from neglect by failing to provide this resident with the care and assistance required for her health, safety, and wellbeing.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Compliance with plan.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (10)</b> The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.</p>

**Inspection Finding**

A resident's plan of care was not followed on the night of November 13, 2021.

**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 Retirement Home Database, available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector 	Date December 15 <sup>th</sup> 2021
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