
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

Chartwell Master Care Corporation
o/a Chartwell Oxford Gardens Retirement Home
423 Devonshire Avenue
Woodstock ON N4S 0B2

COMPLIANCE ORDER NO. 2023-S0383-90-01 – CHARTWELL OXFORD GARDENS RETIREMENT HOME

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) may serve an order on a licensee ordering it to refrain from doing something, or to do something, for the purpose of ending the contravention and achieving compliance, ensuring that the contravention is not repeated, and that compliance is maintained. The Deputy Registrar issues this Compliance Order (the “Order”) to ensure that Chartwell Master Care Corporation (the “Licensee”) operating as Chartwell Oxford Gardens Retirement Home (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

CONTRAVENTIONS

The Deputy Registrar has reasonable grounds to believe that the Licensee failed to comply with the following sections of the Act and Regulation:

- Section 67(4) of the Act in relation to the Licensee’s failure to comply with the Licensee’s zero tolerance of abuse and neglect policy.
- Section 74 of the Act in relation to the Licensee’s failure to appropriately investigate any alleged, suspected or witnessed incident of abuse of a resident.
- Section 75(1) paragraph 2 of the Act in relation to the Licensee’s failure to report the suspicion of abuse to the Registrar.
- Section 23(1) of the Regulation in relation to the Licensee’s failure to implement an appropriate behaviour management strategy.

BRIEF SUMMARY OF FACTS

Despite staff suspecting possible resident-to-resident abuse, the Licensee did not undertake appropriate investigations, report the matter to the RHRA, or implement an appropriate behaviour management strategy for the residents.

REQUIRED ACTION

1. Within 60 days of this Order, ensure that all management and staff of the Home who provide direct care to residents participate in an education session, provided by a third party acceptable to the RHRA, relating to how to respond to and investigate suspected, witnessed, or alleged abuse between residents, with an emphasis on intimate partner abuse.
2. Within 60 days of this Order, ensure that all management and staff of the Home who provide direct care to residents participate in an education session, provided by a third party acceptable to the RHRA, relating to developing and implementing appropriate behaviour management strategies, techniques, interventions and monitoring, with an emphasis on concerning behaviours between spouses or other intimate partners.
3. The Licensee must demonstrate through written reports to the RHRA that it has complied with actions 1 & 2 set out above.

Issued on May 3, 2023.