
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 Oak Ridges Retirement Community

COMPLIANCE ORDER NO. 2024-T0465-90-01

Under section 90 of the Retirement Homes Act, 2010 (the “Act”), if the Deputy Registrar (the “Deputy Registrar”) of the Retirement Homes Regulatory Authority (the “RHRA”) believes on reasonable grounds that a licensee has contravened a requirement under the Act, the Deputy Registrar 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, and to encourage the Licensee to maintain that compliance.. The Deputy Registrar issues this Compliance Order (the “Order”) to require Chartwell Master Care Corporation (the “Licensee”) operating as Chartwell Oak Ridges Retirement Community (the “Home”) to come into compliance and maintain compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following sections of the Act and Regulation

- Section 67(1) of the Act for failure to protect a resident from abuse
- Section 23(1)(a)-(d) of the Regulation for failure to implement the required behavioural interventions

BRIEF SUMMARY OF FACTS

There are reasonable grounds to believe that the Licensee failed to implement written behavior management strategies for a resident who exhibited repeated verbally and physically abusive behaviours towards other residents.

REQUIRED ACTION

Pursuant to section 90 of the Act, the Deputy Registrar orders the Licensee to comply with the following:

1. Within 60 days of this Order, conduct an audit to ensure that a behaviour management strategy, including communication strategies, appropriate monitoring, and preventative measures to identify, reduce, and mitigate environmental and other triggers, is in place and implemented for any resident exhibiting or known to exhibit behaviours that pose a risk of harm to themselves or others. Provide documentation to the RHRA demonstrating that this audit has been carried out and strategies have been put in place and implemented as appropriate.

The Licensee must provide a written report confirming to the RHRA that it has complied with the action set out above. The Licensee must submit this report at such time as is determined by the RHRA Compliance Monitor.

Issued on December 23, 2024.