

---

## ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 93.

---

Chartwell Master Care Corporation  
o/a Chartwell Wedgewood Retirement Residence  
15 Market Street East  
Brockville, ON K6V 0A6

### ADMINISTRATIVE PENALTY ORDER 2026-N0421-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that Chartwell Master Care Corporation (the “Licensee”) operating as Chartwell Wedgewood Retirement Residence (the “Home”) has contravened sections of the *Retirement Homes Act, 2010* (the “Act”) and Ontario Regulation 166/11 (the “Regulation”).

The Deputy Registrar issues this Order to Pay an Administrative Penalty under section 93 of the Act to encourage the Licensee to comply with the requirements under the Act and Regulation.

### CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following section of the Act:

- Section 67(2) – The Licensee did not ensure that staff of the Home do not neglect residents.

### BRIEF SUMMARY OF FACTS

On August 28, 2025, an RHRA inspector conducted an inspection of the Home following a report that staff did not initiate the required Head Injury Routine after a resident had three unwitnessed falls within 48 hours. Staff did not comply with required actions following unwitnessed falls, despite indications that the resident may have sustained a head injury.

## ADMINISTRATIVE PENALTY FACTORS

The Deputy Registrar considered the factors contained in subsection 60.1(1) of the Regulation in determining the amount of the Administrative Penalty:

a) **Severity of Adverse Effect / Potential Adverse Effect:**

The Licensee did not ensure that staff initiated the required Head Injury Routine following the resident's three unwitnessed falls, as mandated by the Home's policy. Staff did not identify that the resident's symptoms were indicative of a potential head injury. Resident A subsequently died.

b) **Mitigation of Contravention:**

The Licensee promptly reported the incident to the RHRA, conducted an internal investigation, and implemented corrective actions after the incident, including staff retraining, policy reviews, reinforced expectations regarding fall response, head-injury protocols, and escalation procedures, as well as disciplinary action against staff. These steps serve as a mitigating factor.

c) **Previous Contraventions:**

The Licensee has a relevant history of similar non-compliance, including contraventions in 2023 for issues involving neglect and failures to respond appropriately to changes in a resident's condition. This is an aggravating factor because this case reflects similar issues.

d) **Economic Benefit:**

The Licensee did not receive any direct economic benefit from this non-compliance, and so this is a neutral factor.

e) **Purpose of Administrative Penalty:**

The administrative penalty is intended to encourage the Licensee to maintain compliance with the Act and Regulations going forward and to emphasize the importance of preventing future instances of non-compliance.

Issued on March 20, 2026.