

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

Inspection Information	
<b>Date of Inspection: February 25, 2026</b>	<b>Name of Inspector: Michele Davidson</b>
<b>Inspection Type: Responsive Inspection – Mandatory Report</b>	
<b>Licensee: ACC-002470 - Chartwell Master Care Corporation</b>	
<b>Retirement Home: Chartwell Barton Retirement Residence</b>	
<b>License Number: T0086</b>	

#### About Responsive Inspections

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the “*RHA*”). An inspection being conducted does not imply that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.

Following a responsive inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home’s Residents’ Council, if one exists.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

#### Concern(s)

*During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the*

*inspection and may take various actions to determine whether the licensee is compliant with the RHA in relation to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.*

#### **Concern #1: CON-8648-Improper or Incompetent Treatment or Care**

##### **RHRA Inspector Findings**

An inspection was conducted in response to an allegation that a resident was harmed through the accidental ingestion of a harmful chemical. Following interviews with relevant personnel and a review of documentation, the inspection determined that the Licensee was non compliant in the following areas:

First, there was no evidence that the Licensee responded to the complaint by providing the outcome of its investigation, or any resolution or decision regarding the complaint. In addition, the complaint was not recorded as required under the Regulations.

Further, although the Licensee was informed of an incident involving alleged harm to a resident, the inspection found no evidence that the incident was immediately investigated. Staff also did not respond appropriately to the situation.

Furthermore, a resident was harmed due to the actions or inactions of staff at the home, and there was no evidence that the Licensee reported the matter to the Registrar.

Finally, the Licensee was unable to provide evidence that all staff had completed the required annual retraining for their role responsibilities, as prescribed by the Act, 2010.

##### **Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

#### **Concern #2: CON-8650-Neglect**

##### **RHRA Inspector Findings**

The resident was injured by a chemical ingested via tea served by the Licensee. The Licensee's failure to properly train staff, investigate promptly, and respond appropriately caused the resident to have prolonged discomfort and resulted in a finding of neglect.

Act s. 67(2)

##### **Outcome**

The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by following up with the Licensee or by inspection.

##### **Additional Findings**

*During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.*

Not Applicable

### **Current Inspection – Citations**

*Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.*

#### **The Licensee failed to comply with the RHA s. 74.; Licensee's duty to respond to incidents of wrongdoing**

##### **s. 74.; Licensee's duty to respond to incidents of wrongdoing**

74. Every licensee of a retirement home shall ensure that,

#### **Specifically, the Licensee failed to comply with the following subsection(s):**

##### **s. 74. (a)**

(a) every alleged, suspected or witnessed incident of the following of which the licensee knows or that is reported to the licensee is immediately investigated:

##### **s. 74. (a), 2.**

(ii) neglect of a resident of the home by the licensee or the staff of the home,

##### **s. 74. (b)**

(b) appropriate action as determined in the context of this Part and in the circumstances is taken in response to every incident described in clause (a);

#### **The Licensee failed to comply with the RHA s. 75. (1); Reporting certain matters to Registrar**

##### **s. 75. (1); Reporting certain matters to Registrar**

75. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Registrar:

#### **Specifically, the Licensee failed to comply with the following subsection(s):**

##### **s. 75. (1), para. 1**

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.

##### **s. 75. (1), para. 2**

2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.

#### **The Licensee failed to comply with the RHA s. 67. (2); Same, neglect**

##### **s. 67. (2); Same, neglect**

67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

#### **The Licensee failed to comply with the RHA s. 65. (4); On-going training**

##### **s. 65. (4); On-going training**

65. (4) The licensee shall ensure that the persons who are required to receive the training described in subsection (2) receive on-going training as described in that subsection at the times required by the regulations.

#### **The Licensee failed to comply with the O. Reg. 166/11 s. 59. (1); Procedure for complaints to licensee**

**s. 59. (1); Procedure for complaints to licensee**

59. (1) Every licensee of a retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

**Specifically, the Licensee failed to comply with the following subsection(s):**

**s. 59. (1), para. 4**

4. A response shall be made to the person who made the complaint, indicating,

**s. 59. (1), para. 4, 1.**

i. what the licensee has done to resolve the complaint,

**The Licensee failed to comply with the O. Reg. 166/11 s. 59. (2); Procedure for complaints to licensee**

**s. 59. (2); Procedure for complaints to licensee**

59. (2) The licensee shall ensure that a written record is kept in the retirement home that includes,

**Specifically, the Licensee failed to comply with the following subsection(s):**

**s. 59. (2), (a)**

(a) the nature of each verbal or written complaint;

**s. 59. (2), (b)**

(b) the date that the complaint was received;

**s. 59. (2), (c)**

(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;

**s. 59. (2), (d)**

(d) the final resolution, if any, of the complaint;

**s. 59. (2), (e)**

(e) every date on which any response was provided to the complainant and a description of the response;

**s. 59. (2), (f)**

(f) any response made in turn by the complainant.

**The Licensee failed to comply with the O. Reg. 166/11 s. 14. (2); Staff training**

**s. 14. (2); Staff training**

14. (2) For the purposes of subsection 65 (4) of the Act, the licensee shall ensure that the persons who are required to receive training under subsection 65 (2) of the Act receive the training at least annually.

**Closed Citations**

*During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.*

**Not Applicable**

## NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of 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  <i>M. Davidson</i>	Date  May 1, 2026
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