RHRA Retirement Homes Regulatory Authority

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 Queen's Square Retirement Residence
10 Melville Street N.
Cambridge, ON N1S 1H5

COMPLIANCE ORDER NO. 2025-T0101-90-01

Under section 90 of the *Retirement Homes Act, 2010* (the "Act"), if the Deputy Registrar of the Retirement Homes Regulatory Authority (the "Deputy Registrar" and the "RHRA", respectively) 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, ensuring that the contravention is not repeated, and that compliance is maintained. The Deputy Registrar issues this Compliance Order (the "Order") to ensure Chartwell Master Care Corporation (the "Licensee") operating as Chartwell Queen's Square Retirement Residence (the "Home") comes into compliance and maintains 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:

- Section 29(b) - failure to ensure that no drug is administered by the licensee or the staff to the resident in the Home except in accordance with the directions for use specified by the person who prescribed the drug for the resident.

BRIEF SUMMARY OF FACTS

On March 5, 2025, an RHRA inspector conducted an inspection at the Home.

The inspection found that the Home did not administer a resident's diabetes medication in accordance with the directions specified by the prescriber for a period of approximately 27 days as the prescription was not transcribed onto the residents Medication Administration Record.

Improper medication administration, including not complying with physician requests for ongoing monitoring, carries serious risk of harm to residents.

REQUIRED ACTION

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

1. Within 90 days of this Order, ensure that all management and staff of the Home who provide care to residents participate in a training session, acceptable to the RHRA, focused on diabetes management.

All reports and documentation demonstrating compliance with the above-mentioned required actions must be submitted by email to the RHRA's Compliance Monitor at enforcement@rhra.ca.

Issued on June 18, 2025.