



Ministry of Health and  
Long-Term Care

Ministère de la Santé et des Soins  
de longue durée

Inspection Report under  
the Long-Term Care  
Homes Act, 2007

Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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## Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Mar 13, 2019	2019_644507_0008	003899-18, 030013- 18, 030964-18, 001763-19	Complaint

### Licensee/Titulaire de permis

Chartwell Master Care LP  
100 Milverton Drive Suite 700 MISSISSAUGA ON L5R 4H1

### Long-Term Care Home/Foyer de soins de longue durée

Chartwell Gibson Long Term Care Residence  
1925 Steeles Avenue East NORTH YORK ON M2H 2H3

### Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

STELLA NG (507), ORALDEEN BROWN (698)

## Inspection Summary/Résumé de l'inspection



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): March 4 - 8, 11 - 12, 2019.**

**The following complaint intakes were inspected concurrently during this inspection:**

**#003899-18 related to alleged abuse and lack of activities,**

**#030013-18 related to responsive behaviour,**

**#030964-18 (CIS #2566-000026-18) related to improper transfer, and**

**#001763-19 related to falls prevention and missing property.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Resident Services (DRS), Assistant Directors of Nursing (ADOC), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Family Service Manager, Recreation Aide, Geriatric Psychiatry Outreach Nurse, Substitute Decision-Makers (SDM) and residents.**

**The inspectors conducted observations of staff and resident interactions, provision of care, record review of resident and home records, staffing schedules and relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:**

**Accommodation Services - Laundry**

**Falls Prevention**

**Personal Support Services**

**Prevention of Abuse, Neglect and Retaliation**

**Recreation and Social Activities**

**Reporting and Complaints**

**Responsive Behaviours**

**Sufficient Staffing**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Légende

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités

Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 13th day of March, 2019**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**