



**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 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**

Central East Service Area Office  
419 King Street West Suite #303  
OSHAWA ON L1J 2K5  
Telephone: (905) 433-3013  
Facsimile: (905) 433-3008

Bureau régional de services du  
Centre-Est  
419 rue King Ouest bureau 303  
OSHAWA ON L1J 2K5  
Téléphone: (905) 433-3013  
Télécopieur: (905) 433-3008

**Public Copy/Copie du public**

---

<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Oct 30, 2018	2018_486653_0027	000962-17, 006789-17, 009605-17, 010081-17	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 Aurora Long Term Care Residence  
32 Mill Street AURORA ON L4G 2R9

---

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

ROMELA VILLASPIR (653), SHIHANA RUMZI (604)

---

**Inspection Summary/Résumé de l'inspection**

---



**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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

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

**This inspection was conducted on the following date(s): October 16, 17, 18, 19, 22, 23, 24, 25, 26, 2018.**

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

**Complaint Log #(s):**

**000962-17 related to pain management, continence care and bowel management, and nutrition and hydration,**

**006789-17 related to allegation of abuse,**

**009605-17 and 010081-17 related to a fall.**

**During the course of the inspection, the inspectors reviewed staff schedule, clinical health records, the home's investigation notes, and relevant home policies and procedures.**

**During the course of the inspection, the inspector(s) spoke with the residents, Substitute Decision-Makers (SDMs), York Region Paramedics, Personal Support Workers (PSWs), Registered Practical Nurses (RPNs), Registered Nurses (RNs), Nurse Practitioner (NP), Social Worker (SW), Building Supervisor, Program and Support Services Manager (PSSM), Assistant Directors of Care (ADOCs), and the Director of Care (DOC).**

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

**Falls Prevention**

**Hospitalization and Change in Condition**

**Prevention of Abuse, Neglect and Retaliation**

**Responsive Behaviours**

**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

Legendé

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.

Issued on this 30th day of October, 2018

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



**Ministry of Health and  
Long-Term Care**

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

**Ministère de la Santé et des  
Soins de longue durée**

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

**Original report signed by the inspector.**