

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

Inspection Information	
<b>Date of Inspection:</b> March 4, 2013	<b>Name of Inspector:</b> Ed Lum
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee")	
<b>Retirement Home:</b> Heritage Glen / 6515 Glen Erin Drive, Mississauga, ON L5N 8P9 (the "home")	
<b>Licence Number:</b> T0077	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 75(1); Reporting certain matters to Registrar.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 75 (1)</b> 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:</p> <p>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.</p>
<p><b>Inspection Finding</b></p> <p>In and around January 2013, two incidents of alleged theft of residents' jewellery occurred at the home. These incidents were reported to the General Manager of the home on February 14, 2013 and February 22, 2013, respectively. The General Manager failed to immediately report the first incident to the RHRA, as required by the legislation.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67(4); Policy to promote zero tolerance.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p><b>s. 67 (4)</b> Without in any way restricting the generality of the duties described in subsections (1) and (2), the licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect</p>

of residents and shall ensure that the policy is complied with.

**Inspection Finding**

After being made aware of the two incidents of alleged theft, the General Manager did not report either of the incidents to the police, as required by the home's policy on abuse and neglect. The Licensee failed to ensure that their policy was complied with.

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (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 Public Register, available online at <http://rhra.ca/en/register/>.

Signature of Inspector 	Date June 7, 2013
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