

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

| Inspection Information | |
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| Date of Inspection: April 23, 2013 | Name of Inspector: Ed Lum |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee") | |
| Retirement Home: Chartwell Select Bankside Terrace / 71 Bankside Drive, Kitchener, ON N2N 3L1 (the "home") | |
| Licence Number: T0088 | |

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

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 67 (4) 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 of residents and shall ensure that the policy is complied with.</p> |
| <p>Inspection Finding</p> <p>The home received a report of theft of money from a resident on March 24, 2013. A theft of a coin box from a second resident was reported to the home on March 25, 2013. These incidents of alleged financial abuse were not reported to the Police, as required by the home's policy on resident abuse.</p> |
| <p>Outcome</p> <p>The Licensee has submitted and implemented a corrective plan of action to address the non-compliance, identified above.</p> |

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/>.

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| Signature of Inspector  | Date September 9, 2013 |
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