

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

Inspection Information	
<b>Date of Inspection:</b> April 18, 2013	<b>Name of Inspector:</b> Sue McKechnie
<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> Scarlett Heights Retirement Residence / 4005 Eglinton Avenue W., Etobicoke, ON M9A 5H3 (the "home")	
<b>Licence Number:</b> T0108	

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. 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 of residents and shall ensure that the policy is complied with.</p>
<p><b>Inspection Finding</b></p> <p>On March 10, 2013, a staff member witnessed another staff of the home being emotionally abusive towards a resident. The staff who witnessed the incident failed to immediately report it to the home's management, as required by the Licensee's policy relating to resident abuse.</p> <p>On March 18, 2013, the staff was again witnessed being emotionally abusive towards the resident. Two staff members reported these incidents to the home's management on April 4, 2013, at which time the home took appropriate action to investigate and respond to the incidents. The employment of the abusive staff member was terminated as a result of the investigation.</p>
<p><b>Outcome</b></p> <p>Corrective action taken.</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/>.

Signature of Inspector 	Date October 28, 2013
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