

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

Inspection Information	
Date of Inspection: December 11, 2013	Name of Inspector: Janet Evans
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Chartwell Collegiate Heights Retirement Residence / 95 Fauquier Avenue, Sault Ste. Marie, ON P6B 2B2 (the "home")	
Licence Number: N0074	

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

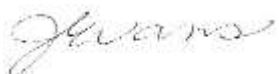
NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Policy to promote zero tolerance</p> <p>Specifically, the Licensee failed to comply with the following subsection:</p> <p>s. 67. (4) Without in any way restricting the generality of the duties described in subsections (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>Management of the home received a letter dated November 14, 2013 signed by a resident which alleged neglect.</p> <p>In November 2013, Management was notified by a resident that she was verbally abused by a family member of another resident.</p> <p>The home failed to follow their policy of Resident Abuse by not:</p> <ul style="list-style-type: none"> • Completing a Resident Incident Report; • Investigating the allegation; • Documenting conclusions to the investigation; • Debriefing with the residents and/or POA.
<p>Outcome</p> <p>No corrective action taken. Warning Letter issued.</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 February 3, 2014
---	--------------------------