

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

| Inspection Information | |
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| Date of Inspection: May 30, 2014 | Name of Inspector: Geraldine Defoe |
| Inspection Type: Mandatory Reporting Inspection | |
| Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Suite 700, Mississauga, ON L5R 4H1 (the "Licensee") | |
| Retirement Home: Chartwell Scarlett Heights Retirement Residence / 4005 Eglinton Avenue W., Etobicoke, ON M9A 5H3 (the "home") | |
| Licence Number: T0108 | |

| 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 style="padding-left: 40px;">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>A resident reported to the General Manager that he was sexually abused by an unknown PSW. On the date of inspection, a review of documentation provided by the Director of Health and Wellness indicated that the home's policy on Zero Tolerance of Abuse and Neglect outlined procedures for an abuse investigation that was not complied with by the home.</p> |
| <p>Outcome</p> <p>Corrective action taken by the Licensee.</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 July 22, 2014 |
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