

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

| Inspection Information | |
|---|--|
| Date of Inspection: July 24, 2014 | Name of Inspector: Julie Hebert |
| Inspection Type: Routine Inspection | |
| Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, 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 conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
|--|
| <p>1. The Licensee failed to comply with O. Reg. 166/11, s. 24; Emergency plan, general.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>24. (5) The licensee shall,</p> <p>(a) on an annual basis at least, test the emergency plan, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency, related to,</p> <p>(i) the loss of essential services,</p> <p>(ii) situations involving a missing resident,</p> <p>(iv) violent outbursts;</p> |
| <p>Inspection Finding</p> <p>The home has not completed annual testing in the above noted sections of the emergency plan, general.</p> |
| <p>Outcome</p> <p>Corrective action scheduled to be completed by the Licensee by September 30, 2014.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> |

25. (2) The licensee shall ensure that the development of the emergency plan includes,
(a) consultation with the relevant community agencies, partner facilities and resources that will be involved in responding to an emergency;

Inspection Finding

The home's emergency plan for more than 10 residents does not include the above noted sections.

Outcome

Corrective action scheduled to be completed by the Licensee by September 30, 2014.

3. The Licensee failed to comply with O. Reg. 166/11, s. 23; Behaviour management.

Specifically, the Licensee failed to comply with the following subsection(s):

23. (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,
(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home;
(d) protocols for how staff and volunteers shall report and be informed of resident behaviours that pose a risk to the resident or others in the home.

Inspection Finding

The home's behaviour management policy does not include the above noted sections.

Outcome

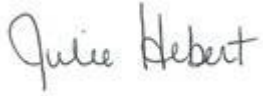
Corrective action required by the Licensee.

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 September 18, 2014 |
|---|----------------------------|