

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

| Inspection Information  |  |
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| <b>Date of Inspection:</b> December 4, 2014   | <b>Name of Inspector:</b> Georges Gauthier |
| <b>Inspection Type:</b> Mandatory Reporting Inspection  |  |
| <b>Licensee:</b> Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")                |  |
| <b>Retirement Home:</b> Chartwell Heritage Glen Retirement Residence / 6509 Glen Erin Drive, Mississauga, ON L5N 8P9 (the "home") |  |
| <b>Licence Number:</b> T0077  |  |

| 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><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 67; Protection against abuse and neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b><u>67. (1)</u></b> Every licensee of a retirement home shall protect residents of the home from abuse by anyone.</p> |
| <p><b>Inspection Finding</b></p> <p>The Licensee failed to disclose to the residents that a series of ongoing thefts have been occurring to allow the residents to take their own actions to protect themselves. In failing to do so, the Licensee has failed to protect the residents of the home from the abuse.</p>                      |
| <p><b>Outcome</b></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<br> | Date<br>January 9, 2015 |
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