

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

Inspection Information	
Date of Inspection: May 25, 2017	Name of Inspector: Douglas Crust
Inspection Type: Mandatory Reporting Inspection	
Licensee: Chartwell Master Care Corporation / 100 Milverton Drive, Mississauga, ON L5R 4H1 (the "Licensee")	
Retirement Home: Chartwell Heritage Glen Retirement Residence / 6509 Glen Erin Drive, Mississauga, ON L5N 8P9 (the "home")	
Licence Number: T0077	

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 O. Reg. 166/11, s. 22; Risk of falls.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>22. (1) Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.</p> <p>22. (2) If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that,</p> <p style="padding-left: 40px;">(a) there is a timely and appropriate response to the fall;</p>
<p>Inspection Finding</p> <p>At the time of inspection the Licensee did not provide evidence to demonstrate that the falls prevention and management policy was fully implemented in the Home. There was insufficient evidence that the staff of the home provided a timely and appropriate response to the fall sustained by a resident.</p>
<p>Outcome</p> <p>The Licensee submitted a plan to achieve compliance by July 21, 2017. RHRA to confirm compliance by inspection.</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 August 29, 2017
-------------------------------------------------------------------------------------------------------------	-------------------------