

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

| Inspection Information  |   |
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| <b>Date of Inspection:</b> April 4, 2018  | <b>Name of Inspector:</b> Douglas Crust |
| <b>Inspection Type:</b> Complaint 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 complaint under section 83(1) of the Retirement Homes Act, 2010 (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. 62; Reassessment and revision.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (12)</b> The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,</p> <ul style="list-style-type: none"> <li>(a) a goal in the plan is met;</li> <li>(b) the resident's care needs change or the care services set out in the plan are no longer necessary;</li> <li>(c) the care services set out in the plan have not been effective.</li> </ul> |
| <p><b>Inspection Finding</b></p> <p>At the time of inspection, the resident's plan of care had not been reviewed and revised within the timeline specified.</p>   |
| <p><b>Outcome</b></p> <p>The Licensee submitted a plan to achieve compliance by April 30, 2018. 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/>

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| Signature of Inspector<br> | Date<br>April 24, 2018 |
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