

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

Inspection Information	
Date of Inspection: July 23, 2025	Name of Inspector: Melanie Leslie
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-002470 - Chartwell Master Care Corporation	
Retirement Home: Chartwell Scarlett Heights Retirement Residence	
License Number: T0108	

About Responsive Inspections

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the “RHA”). An inspection being conducted does not imply that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee’s management and staff have followed mandatory policies and practices designed to protect the welfare of residents.

Following a responsive inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares a final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

Concern(s)

During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the inspection and may take various actions to determine whether the licensee is compliant with the RHA in relation to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.

There are no findings of non-compliance relating to the concern(s) which prompted the inspection.

Additional Findings

During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.

Not Applicable

Current Inspection – Citations

Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.

Not Applicable

Closed Citations

During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.

Not Applicable

NOTICE

The Licensee may provide written comments regarding matters that are addressed in the above Draft Inspection Report. Comments must be submitted within 10 business days to:

Attention: Melanie Leslie
Retirement Homes Regulatory Authority
55 York St, Suite 700
Toronto, ON M5J 1R7
Melanie.Leslie@rhra.ca
Fax: 1-855-630-3775

The Licensee’s written comments will be considered in the preparation of a Final Inspection Report. For matters where corrective action is required, including action relating to a written request for compliance, the Licensee should set out any proposed plans for achieving compliance. Pursuant to section 77(14) of the RHA, if an inspection is conducted for the purpose of determining whether the Licensee of a retirement home is in compliance with the requirements of the RHA, a Final Inspection Report must be given to the Licensee, the Registrar of the Retirement Homes Regulatory Authority and the Home’s Residents’ Council, if any.

Signature of Inspector <i>Melanie Leslie</i>	Date August 1, 2025
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