

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

| Inspection Information   |   |
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| <b>Date of Inspection:</b> August 26, 2016   | <b>Name of Inspector:</b> Rachelle Harber |
| <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 Queen's Square Retirement Residence / 10 Melville Street, Cambridge, ON N1S 1H5 (the "home") |   |
| <b>Licence Number:</b> T0101   |   |

| 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. 62; Contents of plan.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>62. (4)</b> The licensee of a retirement home shall ensure that there is a written plan of care for each resident of the home that sets out,</p> <ul style="list-style-type: none"> <li>(b) the planned care services for the resident that the licensee will provide, including,           <ul style="list-style-type: none"> <li>(i) the details of the services,</li> <li>(ii) the goals that the services are intended to achieve,</li> <li>(iii) clear directions to the licensee's staff who provide direct care to the resident;</li> </ul> </li> </ul> |
| <p><b>Inspection Finding</b></p> <p>The Licensee did not ensure that there is a written plan of care for one resident that sets out the planned care services for the resident that the licensee will provide.</p>  |
| <p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</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>October 31, 2016 |
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