

**REGISTRAR ORDER**  
**Under the *Retirement Homes Act, 2010***

<b>Order Number:</b> 2017-T0242-90-01
<b>Date of Order:</b> May 5, 2017
<b>Licensee:</b> Debbie Moore (the "Licensee")
<b>Retirement Home:</b> Village Manor, St. Jacobs, ON
<b>Licence Number:</b> T0242
<b>Order Information:</b> The Registrar issued a Compliance Order under section 90 of the <i>Retirement Homes Act, 2010</i> (the "Act") to the Licensee. The Registrar believes on reasonable grounds that the Licensee has contravened certain sections of the Act and Ontario Regulation 166/11 under the Act (the "Regulation"), pertaining to the Licensee's failure to implement its behaviour management strategy, staff training, the duty to report certain matters to the Registrar and investigation of a suspected incident of abuse. The Licensee has been ordered to take immediate steps to comply with the Act and Regulation in respect of these areas.