

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2019-S0444-93-01
Date of Order: March 4, 2019
Licensee: 1982398 Ontario Inc.
Retirement Home: The Cardinal Retirement Residence
Licence Number: S0444
Order Information: Under section 93 of the Retirement Homes Act, 2010 (the “Act”), the Registrar of the Retirement Homes Regulatory Authority (the “Registrar”) may order a person to pay an administrative penalty if the Registrar believes on reasonable grounds that the person has contravened the Act. The Registrar believes on reasonable grounds that the Licensee failed to implement and maintain corrective action after a finding of neglect, by failing to train all required staff in behaviour management, the Licensee’s complaints procedure and in its zero-tolerance policy for abuse and neglect. The Licensee also had contraventions with respect to plan of care requirements and behaviour management strategy. Therefore, the Registrar orders the Licensee to pay an administrative monetary penalty.