

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2019-T0242-90-01
Date of Order: June 14, 2019
Licensee: Debbie Moore (the "Licensee")
Retirement Home: Village Manor (including Carpenter House), St. Jacobs, ON
Licence Number: T0242
Order Information: Note: this Order is currently under Appeal to the Licence Appeal Tribunal. 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 protect residents from abuse, failure to protect residents from neglect, failure to prevent interference with external care providers and impermissible confinement of residents. The Licensee has been ordered to take immediate action to comply with the Act and Regulation in respect of these areas. The Licensee has also been ordered to take steps with respect to current management and to ensure that qualified, trained staff are available to provide care services to residents at all times.