

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2019-S0435-93-01

Date of Order: October 30, 2019

Licensee: 2396745 Ontario Inc.

Retirement Home: Aylmer Retirement Residence

Licensee Number: S0435

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 protect a resident from financial abuse by failing to train its staff on the zero tolerance of abuse policy and the whistleblowing protections of the Act. Therefore, the Registrar orders the Licensee to pay an administrative monetary penalty.