

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2019-T0530-90-01
Date of Order: January 17, 2019
Licensee: The First Step Group Home (the "Licensee")
Retirement Home: The First Step Group Home, Scarborough, Ontario
Licence Number: T0530
Order Information: 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 Regulation, pertaining to staff training, posting of evacuation procedures, emergency plan, its policy of zero tolerance of abuse and neglect and residents' assessments. The Licensee has been ordered to refrain from admitting new residents into the Home and to refrain from permitting current residents from residing in, or accessing, the basement of the Home, until the Licensee has taken certain actions to the satisfaction of the RHRA demonstrating that these contraventions of the Act and Regulation have been rectified. The Licensee has been ordered to take this action in order to protect residents from harm, and ensure that they may reside in security, safety and comfort.