

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

**Order Number:** 2020-S0360-90-01

**Date of Order:** April 24, 2020

**Licensee:** 2428577 Ontario Inc. (the "Licensee")

**Retirement Home:** Greycliff Manor, Niagara Falls, ON

**Licence Number:** S0360

**Order Information:** The Registrar issued a Compliance Order under section 90 of the *Retirement Homes Act, 2010* (the "Act") to the Licensee. The Registrar believes on reasonable grounds that the Licensee has contravened certain sections of Ontario Regulation 166/11 (the "Regulation") under the Act, pertaining to pest control, medication administration and behaviour management. The Licensee has been ordered to take steps to rectify these contraventions and must submit a monthly report to the Registrar regarding its actions to eradicate pests, until such time as it has received a clearance certificate from a professional pest control company that bedbugs have been eradicated. The Licensee must also do a monthly audit of its medication administration records and practices and implement behavior management strategies for residents who pose a risk to themselves or others in the Home.