

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

**Order Number:** 2020-S0404-90-01

**Date of Order:** May 15, 2020

**Licensee:** Rosslyn Retirement Inc. (the "Licensee")

**Retirement Home:** Rosslyn Retirement Residence, Hamilton, ON

**Licence Number:** S0404

**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 the Act and Ontario Regulation 166/11 (the "Regulation") under the Act, pertaining to infection prevention and control and failure to protect residents from neglect. The Licensee has been ordered to take steps to rectify these contraventions and is not permitted to admit new residents to the Home until the Licensee has retained a Regulated Health Professional as required by a concurrently issued Management Order. Residents that were not residing at the Home as of May 16, 2020 are not permitted to return to the Home, until the Retained RHP has approved their return. The Licensee has also been ordered to ensure it has adequate staff to provide the necessary care services to residents continuing to reside at the Home.