

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

**Order Number:** 2020-S0360-90-02

**Date of Order:** May 22, 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 infection prevention and control (IPAC). The Licensee has been ordered to take immediate steps to rectify these contraventions and to collaborate with Public Health. The Licensee must implement all IPAC recommendations by ensuring that a qualified member of staff is designated to train all staff and audit compliance on an ongoing basis with respect to the Directives for management of coronavirus (COVID-19) issued to long-term care homes by the Chief Medical Officer of Health (CMOH). The Licensee must report to the RHRA with proof of training for all staff on the applicable CMOH directives and guidance; an audit of personal protective equipment (PPE) supplies in the Home; an up-to-date and appropriate plan to maintain adequate staffing in the event of a COVID-19 outbreak.