

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

<b>Order Number:</b> 2020-T0243-90-01
<b>Date of Order:</b> June 26, 2020
<b>Licensee:</b> Kenan Corporation (the "Licensee")
<b>Retirement Home:</b> Riverwood Senior Living, Alliston, ON
<b>Licence Number:</b> T0243
<b>Order Information:</b> 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 Ontario Regulation 166/11 (the "Regulation") under the Act, pertaining to behaviour management, investigation of incidents and reporting to the Registrar. The Licensee has been ordered to take steps to rectify these contraventions. These steps include a requirement that the Licensee retrain its staff on its behaviour management strategy and zero tolerance of abuse policy and to retain a qualified consultant to provide training to staff on strategies for dealing with residents with dementia..