

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2020-S0089-90-01
Date of Order: September 28, 2020
Licensee: Pranajen Group Ltd. (the "Licensee")
Retirement Home: Monarch Memory Care, Niagara Falls, ON
Licence Number: S0089
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, pertaining to plans of care, as well as sections of Ontario Regulation 166/11 (the "Regulation") under the Act, pertaining to the dementia care program. The Licensee has been ordered to take immediate steps to rectify these contraventions. The Licensee must review plans of care of all residents to ensure compliance with the Act and Regulation and ensure an interdisciplinary case conference has been conducted for any resident whose care needs may include dementia care. The Licensee must ensure that it has implemented a dementia care program that meets the requirements of the Act and Regulation. In addition, the Licensee must retain a consultant, to deliver a workshop/instructional session on dementia care to all staff who provide care to such residents.