

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2020-N0092-90-01
Date of Order: September 30, 2020
Licensee: 8063095 Canada Ltd. (the "Licensee")
Retirement Home: Fraser House Retirement Home, Picton, ON
Licence Number: N0092
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 Ontario Regulation 166/11 (the "Regulation") under the Act, pertaining to infection prevention and control (IPAC), as well as, certain sections of the Act pertaining to plans of care, complaints procedure and staff training. The Licensee has been ordered to take immediate steps to rectify the IPAC 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 ensure assessments and plans of care are completed for each resident of the Home in a manner that is compliant with the Act and Regulation. The Licensee must also ensure that the Home has a complaint written complaints procedure and ensure the Home develops and implements a written behaviour management strategy. Further, the Licensee must ensure all staff have been trained in the Home's policy to promote zero tolerance of abuse and neglect of residents and ensure that all staff who provide care services to residents have been trained in the Home's behaviour management strategy and complaints procedure.