REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2020-S0221-90-01
Date of Order: December 11, 2020
Licensee: London Canada Investors Limited Partnership (the "Licensee")
Retirement Home: Arbor Trace Alzheimer's Special Care Centre, London, Ontario
Licence Number: S0221
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. The Licensee must implement all IPAC recommendations by ensuring that a qualified individual is designated to train all staff and ensure a member of staff audits 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 the active screening measures set out in the applicable Directives, advice, guidance, and recommendations of the CMOH are immediately put in place in the Home, by screening all visitors, staff, and external care providers prior to entering the Home. Further, the Licensee must report to the RHRA with proof of training for all staff on the applicable CMOH directives and guidance, as well as provide the RHRA with a description of the steps the Licensee is taking to ensure all staff and volunteers are conducting themselves in accordance with the applicable Directives. The Registrar additionally believes that the Licensee has contravened subsection 23(2) of the Regulation regarding behaviour management and section 62 of the Act regarding plans of care. The Registrar has ordered the Licensee to ensure re-training for staff in behaviour management strategies and an audit of residents' plans of care to ensure compliance.