

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2021-S0011-90-02
Date of Order: May 26, 2021
Licensee: 1122121 Ontario Inc. (the "Licensee")
Retirement Home: Shorthills Villa Retirement Community, Fonthill, ON (the "Home")
Licence Number: S0011
Order Information: The Deputy Registrar issued a Compliance Order to the Licensee under section 90 of the <i>Retirement Homes Act, 2010</i> (the "Act"). The Deputy Registrar believes on reasonable grounds that the Licensee has contravened certain sections of the Act, pertaining to residents' plans of care. 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 that each resident's plan of care is based on a full assessment of care needs as required by sections 43(1) and 43(2) of Ontario Regulation 166/11. It must also set out the planned care services that the Licensee will provide to the resident and clear directions to staff who provide direct care to residents. For any resident who exhibits responsive behaviours which pose a risk to themselves or other residents in the Home, there must be a written behaviour management strategy.