

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

<b>Order Number:</b> 2021-N0517-90-01
<b>Date of Order:</b> September 27, 2021
<b>Licensee:</b> Q&W Livewell Ltd. (the "Licensee")
<b>Retirement Home:</b> Chateau Glengarry Retirement Living, Alexandria ON
<b>Licence Number:</b> N0517
<b>Order Information:</b> 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 contravened section 67(4) of the Act, by failing to fully and appropriately comply with the Home's abuse and neglect policy, and section 75(1) of the Act by failing to immediately report a suspected incident of physical abuse of a resident to the Registrar. The Order requires the Licensee and all staff of the Home to participate in an education program, acceptable to the RHRA, addressing elder abuse prevention.