

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2021-N0477-90-01
Date of Order: November 2, 2021
Licensee: Sienna Ontario RH GP Inc. (the "Licensee")
Retirement Home: Island View Retirement Residence, Arnprior, ON
Licence Number: N0477
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 contravened section 62 of the Act, by failing to comply with requirements regarding residents Plans of Care, section 65 of the Act, by failing to train staff appropriately, 67(1) and (4) of the Act, by failing to protect residents of the Home from abuse, and section 75 of the Act, by not making mandatory reports to the Registrar. The Deputy Registrar also believes on reasonable grounds that the Licensee contravened section 15(3) of the Ontario Regulation 166/11 (the "Regulation") under the Act, by failing to comply with the prescribed requirements regarding the Home's Zero Tolerance of Abuse and Neglect Policy, and sections 23(1) and (2) of the Regulation, by failing to implement a written behaviour management strategy and failing to monitor the behavior of residents who pose a risk to others in the Home. The Order requires the Licensee and all staff of the Home to participate in two education programs acceptable to the RHRA, addressing elder abuse prevention and behaviour management.