

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2021-T0396-93-01

Date of Order: November 30, 2021

Licensee: Greenwood Retirement Communities Incorporated (the "Licensee")

Retirement Home: Bramalea Retirement Residence, Brampton, ON

Licence Number: T0396

Order Information: The Deputy Registrar issued an Order to Pay an Administrative Penalty under section 93 of the *Retirement Homes Act, 2010* (the "Act") to the Licensee. The Deputy Registrar believes on reasonable grounds that the Licensee contravened section 67(2) and sections 62(8), (9), and (10) of the Act, by failing to protect a resident from neglect, provide the assistance and services as set out in a resident's the plan of care, collaborate between staff and external care providers in the different aspects of care for a resident, and failing to have a resident or their substitute decision-maker approve the plan of care. The Deputy Registrar also believes on reasonable grounds that the Licensee contravened section 40(i) and section 22(3) of the Ontario Regulation 166/11 under the Act, by failing to ensure that staff assisting a resident with meals were aware of the resident's diet, special needs, and preferences, and by failing to ensure that staff documented a resident's fall, the response to the fall, and any corrective actions taken.