

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

<b>Order Number:</b> 2021-T0070-90-01
<b>Date of Order:</b> November 30, 2021
<b>Licensee:</b> Butternut Manor Uxbridge Inc. (the "Licensee")
<b>Retirement Home:</b> Butternut Manor, Uxbridge, ON
<b>Licence Number:</b> T0070
<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(1) of the Act, by failing to implement strategies or monitoring to protect a resident of the Home from verbal and emotional abuse. The Deputy Registrar also believes on reasonable grounds that the Licensee contravened sections 23(1)(a), (b), (c), and (d) of the Ontario Regulation 166/11 under the Act, by failing to implement a behaviour management strategy for a resident that required one. The Order requires all management and staff of the Home to participate in an education session, acceptable to the RHRA, addressing elder abuse prevention. The Order also requires the Licensee to ensure that a behaviour management strategy is completed for every resident whose behaviours pose a risk to themselves or others in the Home.