
COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

3673928 Ontario Inc.
o/a Manoir McGill 342

COMPLIANCE ORDER NO.: 2022-N0246-90-01 – MANOIR MCGILL 342

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) may serve an order on a licensee ordering it to refrain from doing something, or to do something, for the purpose of ending the contravention and achieving compliance, ensuring that the contravention is not repeated, and that compliance is maintained. The Deputy Registrar issues this Compliance Order (the “Order”) to ensure that 3673928 Ontario Inc. (the “Licensee”) operating as Manoir McGill 342 (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

The Contraventions and Order listed below are followed by the reasons for this Order, and information on the appeal process.

CONTRAVENTIONS

The Deputy Registrar has reasonable grounds to believe that as cited at inspections conducted on June 18, 2021 and August 10, 2021 , the Licensee contravened the following sections of the Act:

- i) Sections 62(4) and 62(6) of the Act by failing to provide clear directions to staff regarding the details of a resident’s care service and by failing to ensure that the resident’s plan of care was based on an assessment of the resident.
- ii) Section 62(5) of the Act by failing to ensure a resident’s substitute decision maker was given an opportunity to participate in the development and review of the resident’s plan of care.
- iii) Section 62(8) of the Act by failing to ensure there are protocols to promote the collaboration between staff and external care providers with respect to the implementation of care to a resident.
- iv) Section 35(c) of the Regulation by failing to ensure that a care service was provided to a resident in accordance with the resident’s plan of care.
- v) Section 67(2) of the Act by failing to ensure that a resident was not neglected.

Consequently, the Deputy Registrar has issued this Compliance Order.

Pursuant to section 90 of the Act, the Deputy Registrar orders the Licensee to immediately comply with the following:

1. Ensure that the Director of Care and direct care staff of the Home complete the RHRA Compliance Assistance Module for Assessments and Plans of Care or review the transcript of the Module d'aide à la conformité and provide retraining to direct care staff on how to utilize Resident's plans of care and provide proof of such training to the RHRA by May 27, 2022;
2. Ensure, by May 27, 2022, that all residents of the Home have been appropriately assessed or reassessed as required by section 62 of the Act and that all residents of the Home have up-to-date Plans of Care;
3. Ensure, that there are protocols in place at the Home to promote the collaboration between staff and external care providers with respect to the implementation of care to a resident in accordance with section 62(8) of the Act; and,
4. Demonstrate through written reports to the RHRA Compliance Monitor that it has complied with actions 1-3 set out above. The Licensee must submit these reports at such regularity as is determined by the Compliance Monitor.

Issued on March 29, 2022.