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## **COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME**

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

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Wanda M. Riley  
c/o Gilbert Hall Retirement Home  
22 Veterans Road  
Wingham, ON N0G 2W0

### **COMPLIANCE ORDER NO. 2022-S0006-90-01 – GILBERT HALL RETIREMENT HOME**

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 Wanda M. Riley (the “Licensee”) operating as Gilbert Hall Retirement Home (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.

### **CONTRAVENTION**

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following sections of the Act and Regulation:

- section 68(1) of the Act, for contravening the prohibition on restraining a resident, including by the use of a physical device;
- section 13(1) of the Regulation, for failing to ensure that a police record check is conducted within six months for staff members;
- sections 22(2) and 22(3) of the Regulation, for failing to ensure a timely and appropriate response to residents’ falls particularly for those falls that do not occur in a common area of the Home;

- section 22(4) of the Regulation for failing to evaluate the risk of falls in the Home at least annually, and for failing to keep a written record of each evaluation;
- section 29 of the Regulation, for failing to ensure that staff is appropriately trained in the administration of drugs and in how to recognize and respond to an adverse drug reaction;
- section 32 of the Regulation, for failing to ensure that the administration of drugs and other substances in the Home is evaluated at least annually and that the Licensee keeps a written record of each evaluation.

## **REQUIRED ACTION**

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

1. The Licensee and all staff of the Home to participate in an education session relating to medication administration, from an individual or entity acceptable to the RHRA.
2. The Licensee and all staff of the Home to participate in an education session relating to falls mitigation and intervention and the use of restraints on residents, from an individual or entity acceptable to the RHRA.
3. The Licensee to produce all staff vulnerable sector checks to the RHRA.
4. The Licensee to demonstrate to the satisfaction of the RHRA that all staff have received requisite training, including production of all training logs and contents of training provided to staff.
5. The above required actions shall occur within 60 days of the date of service of this Order.

**Issued on April 22, 2022.**