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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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OVL Operations Inc.  
o/a Orchard Walk Retirement Living  
1491 Manotick Station Road  
Greely, ON K4P 1P6

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 OVL Operations Inc. (the “Licensee”) operating as Orchard Walk Retirement Living (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.

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act:

Sections 62(4) and 62(9) of the Act by failing to include a resident’s dietary requirements in a resident’s plan of care including details regarding assistance with feeding by either external care providers or by the Home and by failing to have the plan of care signed off by a resident’s substitute decision maker.

Section 62(4)(b) of the Act by failing to include clear directions to staff regarding the details of a resident’s wandering behaviours and the details of the steps that the Licensee was to take to deal with those behaviours. The plan of care was not approved by the Resident’s substitute decision maker (SDM) as required by section 62(9) of the Act and the resident was not reassessed when the residents care needs changed contrary to section 62(12) of the Act.

Section 62(4)(b) of the Act by failing to include clear directions to staff regarding a resident requiring two person assistance with ambulation as set out in the completed assessment and by failing to note the resident’s impaired cognition.

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, provide retraining to direct care staff on how to utilize resident plans of care and provide proof of such training to the RHRA within 45 days of this Order;
2. Demonstrate, by October 31, 2022, that all residents of the Home have been appropriately assessed 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 all resident plans of care are approved by the resident, or Substitute Decision Maker (SDM) if the resident is not capable, or be able to demonstrate that such approval was sought;
4. Ensure, to the extent possible, and with the consent of the resident or resident's SDM, that any care provided by external care providers is included in the plan of care pursuant to 62(4)(c) and (d) of the Act, with clear directions to the Home's staff, if that care is being supplemented by the Home's staff, as to the responsibilities of the Home's staff with respect to that care service
5. Demonstrate through written reports to the RHRA Compliance Monitor that it has complied with actions 1-4 set out above. The Licensee must submit these reports at such regularity as is determined by the Compliance Monitor.

**Issued on September 22, 2022.**