

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2022-T0455-91-01

Date of Order: January 5, 2022

Licensee: Pleasant Valley Rest Home Inc. (the "Licensee")

Retirement Home: Pleasant Valley Rest Home, Holland Landing, ON

Licence Number: T0455

Order Information: The Deputy Registrar issued a Management Order (the "Order") to the Licensee under section 91 of the Retirement Homes Act, 2010 (the "Act"). The Deputy Registrar believes on reasonable grounds that the Licensee has contravened subsections 65(2), (4), & (5), subsection 73(1) & (2) of the Act, and subsections 17(3), 22(1), 23(1) & (2), 27(5)(0.a) & (0.b), 27(6) & (7), 32(a), 43(1), and 44(1) of Ontario Regulation 166/11 under the Act. Specifically, the Deputy Registrar believes on reasonable grounds that the Licensee failed to: i) have a complaints procedure in place, ii) ensure staff received the required training, iii) ensure that cleaning methods were documented, iv) implement strategies to mitigate the risk of falls, v) develop and implement written behaviour management strategies, vi) use the most current MOH screening tool, vii) develop an outbreak management plan, viii) develop and implement a vaccine policy, ix) inform residents of the method for proper hand hygiene and make available sufficient alcohol-based hand sanitizer, x) ensure that written medication administration records were maintained, and xi) ensure that initial and full assessments of residents were conducted. The Licensee has been ordered to employ or retain a manager acceptable to the RHRA and at the Licensee's expense, with the knowledge, skills, and judgement necessary to manage all operations of the Home for at least two days per week.