

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2022-S0380-90-01

Date of Order: January 11, 2022

Licensee: 2458701 Ontario Inc. (the "Licensee")

Retirement Home: Hamilton's Hometown Retirement Living, Harriston, ON (the "Home")

Licence Number: S0380

Order Information: The Deputy Registrar issued a Compliance Order under section 90 of the *Retirement Homes Act, 2010* (the "Act") to the Licensee. The Deputy Registrar believes on reasonable grounds that the Licensee has contravened subsections 62(1), (4), (5), & (12), subsections 65(2), (4), & (5), subsection 67(4) of the Act, and subsections 11(1), 14(1) & (2), 17(3), 24(4) & (5), 27(5)(0.b) & (7), 29(d), 40, 47, 55(5) of the Ontario Regulation 166/11 (the "Regulation") under the Act. Specifically, the Deputy Registrar believes on reasonable grounds that the Licensee failed to: i) ensure initial and full assessments were conducted, that plans of care were based on an assessment, and contained all required information, ii) ensure staff received the required training, iii) ensure cleaning methods were documented, iv) take all reasonable steps to follow the Directives issued by the Chief Medical Officer of Health, v) implement all requirements regarding emergency plans including testing, vi) develop and implement various policies including, a policy to promote zero tolerance of abuse and neglect, COVID-19 visitor policy, and vaccine policy, and vii) provide residents with an alternative entrée choice, and ensure residents are informed of their weekly menu options. The Order requires the Licensee to, among other things, ensure all residents of the Home have been appropriately assessed their plans of care are reviewed and updated, ensure residents are provided with an alternative entrée choice at each meal and are informed of their daily and weekly menu options, demonstrate that all staff have completed the prescribed training, and provide the RHRA with various policies and reports demonstrating compliance.