

**REGISTRAR ORDER**  
**Under the *Retirement Homes Act, 2010***

**Order Number:** 2022-N0469-90-01

**Date of Order:** January 26, 2022

**Licensee:** 2596217 Ontario Inc. (the “Licensee”)

**Retirement Home:** Georgian Bay Seniors Lodge, Penetanguishene, ON (the “Home”)

**Licence Number:** N0469

**Order Information:** 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 2596217 Ontario Inc. (the “Licensee”) operating as Georgian Bay Seniors Lodge (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:

- Section 67(2) of the Act by failing to ensure that a resident was not neglected by the Licensee and staff of the Home, as staff of the Home failed to adequately assess a resident resulting in an unnecessary delay in medical attention.

Consequently, the Deputy Registrar issues the within Compliance Order.

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

1. Within 90 days of this Order ensure all management and staff of the Home who provide direct care to residents participate in an education session, acceptable to the RHRA, addressing when and how to assess a resident experiencing pain or discomfort for emergency or a higher level of care, and circumstances in which further medical intervention/escalation is appropriate;

2. Demonstrate, within 90 days of this Order, that all management and staff at the Home are retrained on the Home's policies of Zero Tolerance of Abuse and Neglect and injury prevention.
3. The Licensee must demonstrate through written reports to the RHRA that it has complied with actions 1 & 2 set out above. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor.