
ADMINISTRATIVE PENALTY ORDER TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 93.

Georgetown Residence Inc.
o/a Amica Georgetown
224 Maple Ave
Georgetown, ON L7G 1X2

Under section 93 of the *Retirement Homes Act, 2010* (the “Act”), the Registrar and Deputy Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and “RHRA”, respectively) may order a person to pay an administrative penalty if the Registrar or Deputy Registrar believe on reasonable grounds that the person has contravened the Act.

This is an Administrative Monetary Penalty Order requiring Georgetown Residence Inc. (the “Licensee”), operating as Amica Georgetown (the “Home”), to pay an administrative penalty.

The Deputy Registrar issues this Order to Pay an Administrative Penalty under section 93 of the Act to encourage the Licensee to comply with the Act and with O. Reg 166/11 (the “Regulation”).

The Contraventions and Order listed below are followed by the reasons for this Order, and information on the appeal process.

Contraventions

On September 14, 2021, an RHRA inspector conducted an inspection at the Home and found that the Licensee was in contravention of the following sections of the Act and Regulation:

Section 60(1) of the Act by failing to administer a drug as prescribed;

Section 67(2) of the Act by failing to ensure that the Licensee and staff of the Home do not neglect residents under their care;

Section 29(b) of the Regulation by failing to ensure that no drug is administered by the Licensee or the staff to the resident in the Home except in accordance with the directions for use specified by the person who prescribed the drug for the resident; and

Section 33(2)(a) of the Regulations by failing to ensure that, when a medication error occurs in a retirement home, a written record is prepared documenting a medication error and the immediate actions taken to assess and maintain the resident’s health.

Brief Summary of Facts

The Home failed to administer medication to a resident according to the prescribing physician's orders resulting in negative health consequences and hospitalization of the resident.

Administrative Penalty Factors

- a) **Previous Contraventions:** The Licensee does not have any recent related history of similar contraventions.
- b) **Mitigating Factors:** Although the Licensee did take certain steps towards remediating the errors, many appear to be high level and unsatisfactory when considering the severity of the incident. There was also a lack of insight and a failure to accept responsibility for the events that occurred.
- c) **Severity of Non-Compliance:** The conduct at issue is serious and the consequences severe. The resident was significantly harmed as a result of the incident.
- d) **Economic Benefit of Non-Compliance:** There is no indication that the Licensee economically benefited from the contravention.
- e) **Purpose of this Monetary Penalty:** The primary purpose of the monetary penalty is to ensure that, going forward, the Licensee will ensure that medication orders are properly understood and medication regimes effectively implemented. In addition, the Licensee must ensure that its staff follow its own policies (for example, regarding medication administration reports) and document matters appropriately when required.

Issued on February 23, 2022.