
ADMINISTRATIVE PENALTY ORDER TO BE MADE AVAILABLE IN HOME

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

Central Place Inc.
o/a Central Place Retirement Community
855 3rd Avenue
Owen Sound, ON, N4K 2K6

ADMINISTRATIVE PENALTY ORDER NO. 2022-S0527-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that Central Place Inc. (the “Licensee”) operating as Central Place Retirement Community (the “Home”) has contravened sections of the *Retirement Homes Act, 2010* (the “Act”) or Ontario Regulation 166/11 under the Act (the “Regulation”).

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 Regulation.

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

Contraventions

In January and February 2022, an RHRA inspector conducted inspections at the Home and found that the Licensee was in contravention of the following sections of the Act and Regulation:

- Section 62(12) of the Act, by failing to ensure that a resident was reassessed and her plan of care reviewed and revised as required;
- Section 67(2) of the Act by failing to ensure that the Licensee and staff of the Home do not neglect residents, in relation to a resident who had a chronic health condition and for whom insufficient assistance was given and who was subsequently hospitalized; and
- Section 38(e) of the Regulation, by failing to provide a resident with assistance with personal hygiene as required.

Brief Summary of Facts

The Home failed to properly monitor and act upon a resident's chronic medical condition over a period of time, contributing to the resident's deterioration. The Home also failed to provide a care service as set out in the resident's plan of care.

Administrative Penalty Factors

- 1. Severity of Adverse Effect / Potential Adverse Effect:** the failure of the Home to properly monitor and act upon the Resident's chronic health condition had a significant adverse effect on the Resident and contributed to the Resident's deterioration. The Resident was admitted to hospital in poor condition, suffering from serious health issues, and remained hospitalized for an extended period of time. The Licensee failed to take appropriate action to safeguard the Resident's health. The failure to deliver appropriate assistance with personal hygiene had a moderate adverse effect on the Resident.
- 2. Mitigation of Contravention:** The Licensee cooperated with the RHRA inspection and submitted a general corrective action plan stating that corrective actions have been implemented. The Licensee's plan does not set out any details for how it will ensure this incident is not repeated, and the Deputy Registrar remains concerned about whether structured processes are being implemented to ensure compliance. Subsequent inspections demonstrate that compliance has not been achieved in all relevant areas, particularly with respect to resident plans of care.
- 3. Previous Contraventions:** The Home received an Enforcement Warning Letter in January 2022 pertaining to a 2021 routine inspection which resulted in an unrelated finding of neglect. Inspections conducted in November 2021, December 2021, and May 2022 all resulted in findings of non-compliance with respect to the contents of resident care plans and the reassessment of residents.
- 4. Economic Benefit of Non-Compliance:** The Licensee did not derive an economic benefit from the non-compliance.

Issued on October 27, 2022