
COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

Dayspring Residence Inc
o/a Dayspring Residence
332787 Plank Line RR 7
Tillsonburg, ON N4G 4H1

COMPLIANCE ORDER NO. 2022-S0141-90-01 – DAYSPRING RESIDENCE

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 a 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 that Dayspring Residence Inc. (the “Licensee”) operating as Dayspring Residence (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act:

- Section 62(4)(b) of the Act
- Section 62(6) of the Act
- Section 65(2) of the Act
- Section 66(1) of the Act
- Section 67(2) of the Act
- Section 118 of the Act
- Section 14(1) of the Regulation
- Section 22(1)(2)(3) of the Regulation
- Section 23(1) of the Regulation
- Section 27(5) of the Regulation
- Section 27(9) of the Regulation
- Section 29(f) of the Regulation
- Section 30 of the Regulation
- Section 32(a) of the Regulation

- Section 47(1)(5)(7) of the Regulation

BRIEF SUMMARY OF FACTS

This Order is issued due to ongoing findings of non-compliance by the Licensee during RHRA inspections conducted on September 26, 2022, October 17, 2022 and November 4, 2022.

Areas of identified non-compliance include: resident plans of care; addressing risk of falls; infection prevention and control; volunteer activity and staff and volunteer training; medication administration; and behaviour management.

The Deputy Registrar has determined that this Order is appropriate to ensure the Licensee achieves and maintains compliance with the Act and Regulation.

REQUIRED ACTION

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

1. Ensure that, for the purposes of complying with the condition on the Licensee's licence, the regulated health professional retained by the Licensee to supervise medication administration, resident assessments, and plans of care is present in the Home for a minimum of eight hours per week.
2. Ms. Adams must participate in educational instruction with respect to retirement home operations through one-to-one instruction by a qualified instructor retained by the Licensee and acceptable to the RHRA. The educational instruction must cover the legislative and regulatory requirements applicable to retirement home operators. Ms. Adams must retain the instructor within 20 days of this Order.
3. Ensure that, within 30 days, all residents in the Home have been reassessed and plans of care revised as necessary, including documenting all elements prescribed in the Act and Regulation and undertaking all necessary assessments and interdisciplinary care conferences, depending on the care needs of each individual resident.
4. Ensure that, within 60 days:
 - a. All staff and volunteers in the Home have completed required training and have demonstrated the completion of that training to RHRA Compliance Monitor.
 - b. The Licensee develops policies and processes to ensure resident falls and falls-related needs are documented and appropriately addressed, including an audit mechanism to ensure the Licensee can and will verify that the falls policy and process is properly and continuously implemented. The Licensee must produce this information to RHRA Compliance Monitor.

