
COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

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

Muskoka Hills Retirement Villa Inc.
o/a Muskoka Hills Retirement Villa
690 Muskoka Road
Hwy #118 W. RR 1
Bracebridge ON P1L 1W8

COMPLIANCE ORDER NO. 2022-N0360-90-01 – MUSKOKA HILLS RETIREMENT VILLA

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 to 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 Muskoka Hills Retirement Villa Inc. (the “Licensee”) operating as Muskoka Hills Retirement Villa (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 67(1) of the Act – Failure to protect residents from emotional abuse

BRIEF SUMMARY OF REASONS

The Licensee failed to protect residents from abuse by anyone. The Licensee’s staff emotionally abused residents by subjecting them to unnecessary social isolation. The policy of the Home was to allow visitors into the Home only on weekdays during business hours. The Licensee imposed these unnecessary restrictions on residents for what appears to have been at least 19 months. Residents reported that the visitor restrictions were very upsetting and made the Home feel like a prison. The Home has employed this policy contrary to the guidance provided by the RHRA and the Chief Medical Officer of Health, which guidance highlighted the importance of resident mental health and socialization.

REQUIRED ACTION

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

1. By March 15, 2023, ensure that all Home staff attend a workshop with a focus on identifying and responding to elder abuse, facilitated by Elder Abuse Prevention Ontario (EAPON). The Licensee must ensure that the content of the workshop is approved by the RHRA prior to the workshop taking place. The Licensee must provide the RHRA with evidence that all staff have attended (or viewed a recording they cannot attend in person) the workshop;

Issued on December 23, 2022.