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# COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

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

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LP Hamilton Holdings Inc.  
o/a Valley Town Residence  
33 Main Street  
Dundas ON L9H 2P7

## COMPLIANCE ORDER NO. 2023-S0515-90-01 – VALLEY TOWN 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 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 that LP Hamilton Holdings Inc. (the “Licensee”) operating as Valley Town Residence (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

## CONTRAVENTIONS

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following sections of the Act and Regulation:

- Section 67(1) of the Act in relation to the Licensee’s failure to implement heightened monitoring of a resident of the Home, as set out in the resident’s plan of care, following which the resident abused another resident of the Home.
- Section 67(2) of the Act in relation to the Licensee’s failure to protect a resident from neglect due to inaction dealing with a bedbug infestation in the resident’s room.
- Section 67(4) of the Act in relation to the Licensee’s failure to report an incident of resident-resident abuse to the local police and to immediately investigate the witnessed incident of abuse.
- Section 75(1) of the Act in relation to the Licensee’s failure to report an incident of resident-resident abuse to the RHRA.
- Section 18(3) of the Regulation in relation to the Licensee’s failure to adequately address a bedbug infestation in the Home.

- Section 23(1) of the Regulation in relation to the Licensee's failure to implement techniques, interventions and monitoring for a resident who exhibited abusive behaviours that posed a risk of harm to others in the Home.
- Section 59(1) and (2) of the Regulation in relation to the Licensee's failure to ensure it responds to complaints appropriately and maintains a written record of the complaint and the response to the complaint.

## **REASONS FOR THE ORDER**

Inspections of the Home were conducted on July 6, 2022 and September 28, 2022.

The inspector determined that there were two incidents of resident-to-resident sexual abuse, and heightened monitoring of the aggressor resident was not implemented until after the second incident. The Licensee failed to protect a resident from abuse.

The Inspector also determined that the Licensee did not take timely or adequate action to deal with a severe bed bug infestation in the Home, resulting in failure to protect a resident from neglect.

## **REQUIRED ACTION**

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

- a. Within 90 days, ensure that all staff participate in specialized training provided by a third party acceptable to the RHRA in managing aggressive or inappropriate resident behaviours and elder abuse prevention.
- b. That the Home implement a bi-weekly internal audit mechanism to ensure heightened monitoring of residents is continuously implemented, and that the Home submits the results of its internal audit to the Compliance Monitor monthly for one year during any times when a resident or residents receive heightened monitoring.
- c. That the Home take all necessary steps to eradicate bed bugs from the Home, including obtaining an opinion from a licensed pest eradication service about the recommended approach for eradication and complying with that approach, including, if necessary, purchasing new furniture or other items deemed necessary, and producing documentation demonstrating this is being done to the Compliance Monitor monthly for one year.
- d. That the Home conduct a weekly housekeeping audit to confirm resident suites (including those with bed bug infestation) are appropriately cleaned and to identify

any new or ongoing bed bug issues and produce copies of the weekly housekeeping audit to the Compliance Monitor monthly for one year.

- e. That the Home ensure no residents are required to live in a suite that is infested with bed bugs and that in such cases the Licensee ensures those residents are provided with alternate accommodations.

**Issued on January 31, 2023**