
ADMINISTRATIVE PENALTY ORDER TO BE MADE AVAILABLE IN HOME

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

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

ADMINISTRATIVE PENALTY ORDER NO. 2023-S0515-93-01 – VALLEY TOWN RESIDENCE

The Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that LP Hamilton Holdings Inc. (the “Licensee”) operating as Valley Town Residence (the “Home”) has contravened sections of the *Retirement Homes Act, 2010* (the “Act”) and Ontario Regulation 166/11 (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 requirements under the Act and Regulation.

CONTRAVENTION

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

- 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 18(3) of the Regulation in relation to the Licensee’s failure to adequately address a bedbug infestation in the Home.

BRIEF SUMMARY OF FACTS

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.

ADMINISTRATIVE PENALTY FACTORS

The Deputy Registrar considered the factors contained in subsection 60.1(1) of the Regulation in determining the amount of the Administrative Penalty:

a) **Severity of Adverse Effect / Potential Adverse Effect:**

The adverse effect of failing to take timely and meaningful action to eradicate the severe bed bug infestation in the Home was significant and had the potential to cause serious physical and psychological harm to residents of the Home. It is in the moderate range.

b) **Mitigation of Contravention:**

The Licensee took steps before and after the September 28, 2022 inspection to address the bed bug infestation in the Home. However, those steps were inadequate and lacked the urgency appropriate for a bed bug infestation of this severity. The Deputy Registrar has selected a quantum on the lower end of the moderate range with the expectation that the Licensee will dedicate additional funds to further mitigate the contravention and ensure that it deal with its bed bug infestation appropriately.

c) **Previous Contraventions:**

This Licensee has not been previously cited for contravening section 18 of the Regulation. This is a neutral factor in assessing the penalty amount.

d) **Economic Benefit:**

The Licensee did not receive any direct economic benefit from this contravention.

e) **Purpose of Administrative Penalty:**

The purpose of the penalty is to encourage the Licensee to comply and to maintain compliance going forward.

Issued on January 31, 2023