
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Marian Residence Retirement Home
o/a Marian Residence Retirement Home
640 Hillview Road
Cambridge, ON N3H 5H3

COMPLIANCE ORDER NO. 2023-T0544-90-01 – MARIAN RESIDENCE RETIREMENT HOME

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 Marian Residence Retirement Home (the “Licensee”) operating as Marian Residence Retirement Home (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 contravened the following sections of the Act and Regulation:

- Sections 67(1) and (2) of the Act, in relation to the Licensee’s failure to protect a resident of the Home from physical abuse and neglect by its staff.
- Section 61(2) of the Act, in relation to the Licensee’s interference with external care providers providing medication administration to a resident of the Home.
- Section 29 of the Regulation, in relation to the Licensee’s failure to administer medication to a resident of the Home in accordance with the directions for use specified by the prescriber.

BRIEF SUMMARY OF FACTS

The Licensee interfered with a resident receiving end-of-life pain management medication from an external care provider, which resulted in pain and suffering for the resident.

REQUIRED ACTION

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

1. Within 30 days, the Licensee must ensure that all staff and senior leaders in the Home, including all the individuals named in the reasons below who still provide services in the Home, participate in specialized training provided by a third-party selected by the RHRA in medication administration, with an emphasis on palliative care treatment and treatment for end-of-life pain management.
2. The Licensee must demonstrate through written a report, including a list of attendees, to the RHRA that it has complied with action 1 set out above. The Licensee must submit the report to the RHRA Compliance Monitor at enforcement@rhra.ca.

Issued on March 1, 2023.