
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

873888 Ontario Limited
o/a Rosedale Retirement Residence
12 William Street
Brampton, ON L6V 1L2

COMPLIANCE ORDER NO. 2023-T0408-90-01– ROSEDALE RETIREMENT 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 873888 Ontario Limited (the “Licensee”) operating as Rosedale Retirement Residence (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

The Contraventions and Order listed below are followed by the reasons for this Order, and information on the appeal process.

CONTRAVENTIONS

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

- Sections 54(1)(c)&(d) and 54 (2)(u) of the Act
- Sections 62(5)(9) and (12) of the Act
- Sections 67(1) and (4) of the Act
- Section 74 of the Act
- Section 75 (1) of the Act
- Section 19(2) of the Regulation
- Section 23(1) of the Regulation

BRIEF SUMMARY OF FACTS

The RHRA conducted two inspections of the Home on February 22, 2022; and May 6, 2022, resulting in the findings of non-compliance on which this Order is based.

Areas of identified noncompliance include, failure to reassess residents and revise plans of care every six months and failure to ensure that resident's plans of care are approved by a person acting under the supervision of a member of the College of Nurses (CNO) or College of Physicians and Surgeons; failure to ensure equipment used in the Home was maintained in good repair; failure to ensure that the package of information provided to residents included accurate information regarding the Home's staff communication and response system; failure to investigate and report three incidents of resident-to-resident abuse and failure to implement a behaviour management strategy for a resident whose behaviors posed a risk to others in the Home.

REQUIRED ACTION

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

1. Ensure that all Home staff participate in specialized training in managing aggressive or inappropriate resident behaviours and in elder abuse prevention provided by a third party acceptable to the RHRA within 90 days of the order.
2. Institute heightened monitoring of any resident who demonstrates behaviours that pose a risk to themselves or others in the Home.
3. Document the heightened monitoring referred to in paragraph 2 above and submit that documentation to the RHRA Compliance Monitor monthly or as otherwise requested by the RHRA Compliance Monitor.
4. Within 30 days of the issuance of this Order, ensure and demonstrate to the RHRA Compliance Monitor that all staff and management of the Home are retrained on the Home's policies of Zero Tolerance of Abuse and Neglect, Behaviour Management, and on the requirements for making mandatory reports to the Registrar.
5. Within 30 days of the issuance of this Order ensure that staff of the Home who provide direct care to residents review the RHRA Compliance Assistance Module ("CAM") for Assessments and Plans of Care and provide proof of such reviews to the RHRA Compliance Monitor.
6. Within 60 days of the issuance of this Order, conduct an audit, and provide proof of such audit to the RHRA, to ensure all residents have been assessed and that plans of care have been created for each resident in accordance with the Act and Regulation.
7. Provide written reports to the RHRA Compliance Monitor on its progress with actions 1-6 set out above as requested by the RHRA Compliance Monitor. These reports must be submitted by email to enforcement@rhra.ca.

Issued on March 2, 2023.