
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Amica Mature Lifestyles Inc.
o/a Amica Dundas
50 Hatt Street
Dundas, ON L9H 0A1

COMPLIANCE ORDER NO. 2023-S0103-90-01 – AMICA DUNDAS

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 Amica Mature Lifestyles Inc. (the “Licensee”) operating as Amica Dundas (the “Home”) achieves and maintains 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.

CONTRAVENTION

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

- Section 67(2) of the Act in relation to the Licensee’s failure to protect a resident of the Home from neglect.

BRIEF SUMMARY OF FACTS

This Order is based on an RHRA inspection conducted on April 7, 2022. The Licensee did not comply with its Resident Wellness & Presence Policy and did not conduct daily safety checks for a resident of the Home who was ill. The Home conducted an internal review and implemented corrective actions geared towards achieving compliance.

REQUIRED ACTION

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

1. Within 30 days of this Order, conduct an internal audit to determine whether the process changes and corrective actions put in place in the Home since April 2022, including changes to the Licensee's Resident Presence & Well-Being policy and process, have been and continue to be implemented by staff appropriately.
2. The Licensee must produce the results of its internal audit to the RHRA Compliance Monitor at enforcement@rhra.ca.

Issued on March 21, 2023.