
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Chapel Hill Limited Partnership
o/a Chapel Hill Retirement Residence
2305 Page Road
Orleans, ON K1W 1H3

COMPLIANCE ORDER # 2023-N0387-90-01 – CHAPEL HILL 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 that Chapel Hill Limited Partnership (the “Licensee”) operating as Chapel Hill Retirement 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 failed to comply with the following section of the Act:

- Section 62(10): The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the residence in accordance with the plan and the prescribed requirements, if any.

BRIEF SUMMARY OF FACTS

During an inspection conducted on January 30, 2023, an inspector determined that the Home did not conduct overnight well-being checks in accordance with its policy and the relevant resident’s plan of care. The Licensee’s documentation did not accurately reflect the care that was provided. The Deputy Registrar took into account that the Licensee has previously been found non-compliant with respect to conducting well-being checks and providing care services in accordance with resident plans of care.

REQUIRED ACTION

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

1. Ensure that all care staff document the provision of care including safety and well-beings checks during or as soon as possible after the care is provided.
2. Within 30 days of this Order and 60 days thereafter, conduct internal audits to assess and ensure compliance with the following:
 - a. the Licensee's Well Being Check policy;
 - b. that care services are provided to all residents in accordance with plans of care; and
 - c. that staff document the provision of care during or as soon as possible after the care is provided.
3. The Licensee must demonstrate through written reports to the RHRA that it has complied with actions 1 & 2 set out above. The report must be submitted by email to enforcement@rhra.ca.

Issued on April 28, 2023.