
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Austin Knight
o/a Crescent Hill Place Retirement
3 Crescent Hill Drive
Brampton ON L6S 2P2

COMPLIANCE ORDER NO. 2023-T0325-90-01– CRESCENT HILL PLACE RETIREMENT

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 Austin Knight (the “Licensee”) operating as Crescent Hill Place Retirement (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:

- Section 62(1), (4), (6), (9), (10) and (12) of the Act and sections 43(1), 44(1), and 47(1) and (2) of the Regulation in relation to the Licensee’s failure to comply with requirements regarding assessing residents and developing or revising plans of care;
- Section 65(2), (4), and (5) of the Act and Section 14(1) and (5) of the Regulation in relation to the Licensee’s failure to comply with staff training requirements;
- Sections 29, 30, and 32 of the Regulation in relation to the Licensee’s failure to comply with requirements for medication management and documentation;
- Section 27 (5), (8) and (9) of the Regulation in relation to the Licensee’s failure to comply with infection prevention and control requirements; and
- Section 24 (4) and (5) of the Regulation in relation to the Licensee’s failure to conduct appropriate emergency planning and preparation.

BRIEF SUMMARY OF FACTS

Over the course of three RHRA inspections conducted between March 2022 and March 2023, the above-noted contraventions were identified. Multiple residents in the Home require a high level of care and rely on the Licensee for their health and well-being. The Order is issued in order to help ensure the Licensee comes into and achieves compliance.

REQUIRED ACTION

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

1. With respect to the administration of drugs or other substances, that the Home immediately implement procedures and practices to address the following:
 - a. That any person who administers a drug or other substance prepares a written record noting the name and amount of the drug or substance, the route of its administration and the time and date on which it was administered.
 - b. That drugs or other substances are stored in a locked and secure location.
 - c. That no drug is administered by the licensee or staff unless it has been prescribed for the resident by a person authorized to do so and that it is administered in accordance with the directions for use specified by the person who prescribed the drug for the resident.
2. With respect to staff training, within 60 days produce training records demonstrating that all staff in the Home, including students providing care services to residents, have completed all required training.
3. With respect to infection prevention and control, within 60 days produce records to demonstrate the following:
 - a. That all residents are appropriately screened for Tuberculosis as required;
 - b. That each staff member who works in the Home has received training on how to reduce the incidence of infectious disease transmission.
4. With respect to emergency planning, within 60 days produce records demonstrating the completion of all emergency plan requirements, including the testing of emergency plans, arrangements with community agencies and resources that will be involved in responding to an emergency.
5. With respect to resident assessments and plans of care, every two months for one year, deliver reports to the RHRA Compliance Monitor to demonstrate the following:
 - a. That resident initial and full assessments are completed appropriately and in accordance with prescribed timelines, that resident plans of care contain all required information including details, goals and directions to staff with respect to the provision of care services, and that plans of care are reviewed and updated as required

Issued on June 7, 2023.