
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

HCN-Revera Lessee (Glynnwood) LP
o/a Glynnwood
7700 Bayview Avenue
Thornhill, ON L3T 5W1

COMPLIANCE ORDER NO. 2023-T0269-90-01 - Glynnwood

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 HCN-Revera Lessee (Glynnwood) LP (the “Licensee”) operating as Glynnwood (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

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

A resident of the Home fell three times over the course of five days and struck her head during at least one of those falls. Staff at the Home failed to assess the resident appropriately or in accordance with the Home’s policies and failed to consult a physician in a timely way when the resident’s condition deteriorated. The licensee’s non-compliance created a major risk of harm 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. For one year, the Licensee must conduct an internal review of the staff response to each instance in which a resident falls in the Home in order to confirm that staff have complied with the Home's policies and procedures addressing falls.
2. The Licensee must demonstrate through written reports to the RHRA on a monthly basis that it has complied with action 1 set out above. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor.

Issued on June 30, 2023.