
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Riverstone Retirement (Trim Road) Inc.
o/a Willowbend Retirement Community
1980 Trim Road
Ottawa, ON K4A 4S7

COMPLIANCE ORDER NO. 2023-N0537-90-01

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 Riverstone Retirement (Trim Road) Inc. (the “Licensee”) operating as Willowbend Retirement Community (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 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

The RHRA conducted an inspection on July 26, 2022 after receiving a report from the Home about an incident that occurred on July 19, 2022.

On July 19, 2022, staff provided only partial care to a resident, as a result of which the resident was left in an unsafe position until the following morning.

REQUIRED ACTION

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

1. Implement a policy and procedure to ensure that all necessary information pertaining to time-sensitive resident care needs is shared between staff during shift changes to ensure that staff beginning their shifts are fully aware of any resident care activities that must be completed during the shift.
2. Within 60 days, conduct an internal audit to ensure that the policy and procedure outlined in clause A has been implemented appropriately in the Home.
3. Within 70 days, produce a copy of the policy and procedure and a copy of the internal audit report outlined in clauses A and B to the RHRA Compliance Monitor.
4. Within 70 days, produce copies of the Licensee's audits pertaining to resident assessments and plans of care, including updating resident plans of care when care needs change and upon discharge from hospital, and with respect to the Licensee's continence care policy to the RHRA Compliance Monitor.

The Licensee must demonstrate through written reports to the RHRA that it has complied with the actions set out above. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor.

Issued on July 21, 2023.