
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Tara Retirement Home Inc.
o/a Tara Retirement Home
843 Mohawk Road E.
Hamilton, ON L8T 2R4

COMPLIANCE ORDER NO. 2023-S0381-90-01

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 Tara Retirement Home Inc. (the “Licensee”) operating as Tara Retirement Home (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 sections of the Act and Regulation:

- Section 65 of the Act and sections 14, 27(9), and 29(c) of the Regulation in relation to the Licensee’s failure to ensure all staff have completed required training;
- Section 18(3) of the Regulation in relation to the Licensee’s failure to ensure that timely and adequate action is taken to deal with pests in the Home; and
- Sections 29(d) and 48(1) of the Regulation in relation to the Licensee’s failure to ensure its medication administration is supervised by a Regulated Health Professional and that resident plans of care are approved by a member of the College of Physician and Surgeons of Ontario or the College of Nurses of Ontario or someone acting under that member’s supervision.

BRIEF SUMMARY OF FACTS

This Order is issued in relation to non-compliance identified during an inspection of the Home on June 20, 2023.

The Licensee was unable to demonstrate that its medication administration program was supervised by an appropriate Regulated Health Professional (“RHP”), that resident plans of care were approved by a physician or nurse, or individual acting under that physician or nurse’s supervision, or that assessments were completed by an RHP as required.

The Licensee has had raccoons in the roof space of the Home, and although it has taken some steps towards addressing those pest issues, it has not been able to demonstrate that it has been resolved.

Multiple staff in the Home have not completed mandatory training.

The Deputy Registrar has determined that this Order is appropriate to ensure the Licensee achieves and maintains compliance with the Act and Regulation.

REQUIRED ACTION

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

1. Within 30 days, demonstrate to the RHRA that it has secured appropriate supervision of its medication administration program as well as with respect to the approval of resident plans of care and completion of assessments as needed.
2. Within 30 days, retain a pest service, acceptable to the RHRA, to conduct an assessment of whether there are any ongoing pest issues in the Home and, if so, to obtain a recommendation and implement an appropriate remediation plan to address the pest issue.
3. Within 30 days, ensure that all staff of the Home, including the Home’s Operations Managers, have completed all necessary training.

Demonstrate through written reports to the RHRA that it has complied with actions 1–3 set out above at the request of the RHRA Compliance Monitor.

August 15, 2023