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## COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

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Romko Residences LP  
o/a Brookside Court/Hilltop Place  
980-1000 Elgin Mills Road  
Richmond Hill ON L4S 1M4

### COMPLIANCE ORDER NO. 2023-T0595-90-01

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 Romko Residences LP (the “Licensee”) operating as Brookside Court/Hilltop Place (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 sections of the Act and Regulation:

- Section 23(1)(b) of the Regulation by failing to implement behaviour management strategies for a resident who posed a risk to other residents.
- Sections 62(9) and 62(12)(b) of the Act by failing to comply with requirements regarding assessing residents and developing or revising plans of care;
- Sections 67(1) and 75(1)(2)(3) of the Act by failing to protect a resident from abuse and failing to report incidents of suspected abuse to the Registrar and to the police

### BRIEF SUMMARY OF FACTS

The Licensee did not report incidents of resident-to-resident abuse to the RHRA and Police in accordance with the Home’s zero-tolerance of abuse and neglect policy. The Licensee did not implement behaviour management strategies to manage a resident’s aggressive behaviours, or include written behavior management strategies in that resident’s plan of care, thereby failing to protect two residents from abuse.

## **REQUIRED ACTION**

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

1. Every two months for one year following the issuance of this Order,
  - a) conduct an audit of resident assessments to confirm that they are completed appropriately and in accordance with prescribed timelines;
  - b) conduct an audit of resident plans of care to confirm they contain all required information including that plans of care are reviewed and updated as required and have been approved by either the resident or their substitute decision maker;
  - c) deliver reports to the RHRA Compliance Monitor providing evidence of the audits.
2. With respect to any resident who exhibits behaviours that pose a risk to themselves or another resident, ensure that a written behaviour management strategy is created, implemented and reflected in the resident's plan of care.

**Issued on October 12, 2023.**