
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

2758908 Ontario Ltd
o/a Champlain Gardens
9 Stafford Street
Barry's Bay, ON K0J 1B0

COMPLIANCE ORDER NO. 2023-N0530-90-01 – CHAMPLAIN GARDERNS

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 2758908 Ontario Ltd (the "Licensee") operating as Champlain Gardens (the "Home") comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the "Regulation").

The Contraventions and Order listed below are followed by the reasons for this Order, and information on the appeal process.

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 62(5), (6), (8), and (9) of the Act
- Section 67(2) of the Act
- Section 74(a)(ii) and (b) of the Act
- Section 75(1) of the Act
- Section 33(2) of the Regulation
- Section 44(2) of the Regulation
- Section 59(1) and (2) of the Regulation

BRIEF SUMMARY OF FACTS

The RHRA conducted an inspection of the Home on February 27, 2023, resulting in the findings of non-compliance on which this Order is based.

In February 2023, a resident of the Home received a prescription for a new medication to treat elevated blood pressure. The Home did not initiate the new medication for a period of approximately ten days, which resulted in harm to the resident.

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 the following eight months, conduct audits of the following areas of the Home's operations to monitor and verify compliance with all processes and requirements:
 - i. The Licensee's medication administration program, including initiating new medication orders without delay, ensuring medications are administered in accordance with the prescriber's directions, and ensuring that all resident medication needs are appropriately provided and documented at the time of admission, re-admission, or return from hospital.
 - ii. The Licensee's complaints procedure, including documenting, investigating, and responding to complaints appropriately.
 - iii. The Licensee's incident reporting, including reviewing documentation of prior incidents, ensuring all applicable incidents were immediately brought forward to management in the Home, and ensuring all applicable incidents were immediately reported to the Registrar of the RHRA.
 - iv. Resident Assessments and Plans of Care, including conducting comprehensive assessments, ensuring accurate documentation of assessments and Plans of Care to ensure resident care needs are identified, documenting information with respect to care provided by external care providers, and obtaining proper approvals of Plans of Care.

All reports and documentation demonstrating compliance with the above mentioned required actions must be submitted by email to the RHRA's Compliance Monitor at enforcement@rhra.ca.

Issued on November 16, 2023.