
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Oxford SC Walford Sudbury LP
o/a The Walford Sudbury
99 Walford Road
Sudbury, ON P3E 6K3

COMPLIANCE ORDER NO. 2023-N0498-93-01 THE WALFORD SADBURY

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 Oxford SC Walford Sudbury LP (the “Licensee”) operating as The Walford Sudbury (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(1) of the Act – for failing to ensure that a resident is assessed and that a plan of care is developed within the prescribed times
- Section 67(1) of the Act – for failing to protect a resident from abuse by another resident
- Section 74(a)(i) of the Act – for failing to response to incidents of abuse of a resident of the home by anyone
- Section 75(1.2) of the Act – for failing to report abuse of a resident to the Registrar
- Section 23(1)(a) and 23(1)(b) of the Regulation – for failing to develop behaviour management techniques and strategies

BRIEF SUMMARY OF FACTS

In several incidents, a resident of the Home was physically abusive towards other residents, over the period of at least two months. The Licensee did not report this abuse to the Retirement

Homes Regulatory Authority, did not undertake an immediate investigation of the incidents and did not implement behavioural management strategies. Further, the Licensee did not ensure that a plan of care was in place for the resident.

REQUIRED ACTION

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

1. Within 30 days of the issuance of this Order ensure that management and all staff of the Home are retrained on the Home's policies of Zero Tolerance of Abuse and Neglect, Behaviour Management, and on the requirement for making mandatory reports to the Registrar. Provide documentation to the RHRA demonstrating that you have done so.
2. Within 90 days of the issuance of this Order ensure that all staff of the Home participate in a training session from Behavioural Support Ontario on intervention strategies for residents exhibiting behaviours that pose a risk of harm. Provide documentation to the RHRA demonstrating that this training has been carried out.
3. Within 60 days of this Order, conduct an audit of all resident files to ensure that any resident who demonstrates behaviour that poses a risk to themselves or others in the Home, has a behaviour management strategy in place. Provide documentation to the RHRA demonstrating that this audit has been carried out.
4. Within 60 days of this Order, conduct an audit to ensure that all residents have been assessed and that plans of care have been created for each resident based on those assessments in accordance with the Act and Regulation. Provide documentation to the RHRA demonstrating that this audit has been carried out.

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

Issued on November 27, 2023