
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

McVean Holding Corp.
o/a McVean Lodge
700 Nineteenth Avenue
Hanover, ON N4N 3S6

COMPLIANCE ORDER NO. 2024-S0113-90-01 – MCVEAN LODGE

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 McVean Holding Corp. (the “Licensee”) operating as McVean Lodge (the “Home”) comes into compliance with the Act.

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:

- Section 68(1) of the Act – failing to ensure that a resident was not restrained by a physical device.

BRIEF SUMMARY OF FACTS

On October 17, 2023, Resident A (a resident with cognitive challenges) tested positive for Coronavirus. Between October 17 and October 23, 2023, Resident A frequently left their room unmasked. In response staff from the Home at various times placed Resident A in a geriatric chair with restraint, contrary to the Act and Regulation.

REQUIRED ACTION

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

1. Within 60 days of this Order, ensure that all staff at the Home participate in a training session from Behavioural Supports Ontario on intervention strategies for residents exhibiting behaviours that pose a risk of harm to themselves or others.
2. Within 90 days of this Order, ensure that the Home has implemented procedures for managing residents exhibiting behaviours that pose a risk of harm to themselves or others, incorporating strategies recommended by Behavioural Supports Ontario where appropriate.
3. Within 60 days of this Order, demonstrate to the RHRA that all staff at the Home have been made aware of the exceptions as set out in the Act and Regulation.

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 January 3, 2024