

---

## **COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME**

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

---

Wildpine Residence Inc.  
o/a Wildpine Residence  
10 Wildpine Court  
Stittsville, K2S 1C6

### **COMPLIANCE ORDER NO. 2024-N0506-90-01 – WILDPINE RESIDENCE**

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 Wildpine Residence Inc. (the “Licensee”) operating as Wildpine Residence (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.

### **CONTRAVENTION**

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following sections of the Act:

- Section 67(1) – failing to ensure that a resident was protected against abuse by anyone.
- Section 67(4) – failing to ensure compliance with the Home’s zero-tolerance of abuse and neglect policy.
- Section 75(1.2) – failing to report certain matters to the Registrar.

### **BRIEF SUMMARY OF FACTS**

Between April 17 and May 2, 2023, Resident A’s family raised concerns with the Home regarding Resident A’s capacity to consent to a relationship with Resident B. It was alleged that this relationship may have been non-consensual. The Licensee failed to immediately investigate the allegations or appropriately monitor the situation. Additionally, the Licensee did not report this alleged abuse to the RHRA and did not undertake an immediate investigation of the incidents or

implement strategies such as monitoring to better understand and, if necessary, intervene in the situation.

## **REQUIRED ACTION**

1. Pursuant to section 90 of the Act, the Deputy Registrar orders the Licensee to immediately comply with the following:
  - a. Within 60 days of the issuance of this Order, ensure that all staff at the Home participate in a training session from Elder Abuse Prevention Ontario or another appropriate organization approved by the RHRA, on identification of and appropriate interventions for suspected resident-resident sexual abuse, as well as understanding and identifying consent and capacity to consent to sexual activity in residents with dementia.

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](mailto:enforcement@rhra.ca).

**Issued on February 8, 2024.**