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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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Muskoka Hills Retirement Villa Inc.  
o/a Muskoka Hills Retirement Villa

### COMPLIANCE ORDER NO. 2023-N0360-90-01– Muskoka Hills

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 Muskoka Hills Retirement Villa Inc. (the “Licensee”) operating as Muskoka Hills Retirement Villa (the “Home”) comes into and maintains 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:

- Sections 62(1) and 62(9) of the Act – Failure to prepare a plan of care for residents and failure to ensure that plans of care which have been prepared are properly approved by the required persons.
- Section 43(1) of the Regulation – Failure to conduct an initial assessment of the resident’s immediate care needs within two days after a resident commences residency.
- Sections 65 (2)(a)-(d) and (f)-(h), of the Act and 14(1) and 27(9)(a)&(b) of the Regulation regarding staff training in required areas.
- Section 65(4) of the Act and 14(2) of the Regulation regarding annual retraining for staff in the required areas.

## **BRIEF SUMMARY OF FACTS**

This Order is based on repeated findings of noncompliance made at inspections carried out on March 21, 2023, May 17, 2023, July 11, 2023, August 21, 2023 and January 4, 2024.

Areas of identified noncompliance include failure to ensure residents are assessed within the required time frame, failure to complete plans of care for each resident and failure to ensure that residents who do have plans of care have their plans of care approved by the required persons. The Licensee also failed to ensure that all staff had been trained in the areas required by the Act and Regulation and that staff are retrained annually in the required areas..

## **REQUIRED ACTION**

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

1. Within 30 days of the issuance of this Order the Licensee must complete staff training/retraining in all required areas and submit training records demonstrating that they have done so.
2. Within 60 days of the issuance of this Order and every three months for one year thereafter, conduct an audit, and provide proof of such audit to the RHRA, to ensure all residents have been assessed and that plans of care have been created and/or updated for each resident in accordance with the Act and Regulation.
3. Provide written reports to the RHRA Compliance Monitor on its progress with actions 1 and 2 as set out above as requested by the RHRA Compliance Monitor. These reports must be submitted by email to [enforcement@rhra.ca](mailto:enforcement@rhra.ca).

**Issued on February 21, 2024.**