
COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

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

Sienna Ontario RH GP Inc.
o/a Aspira Quinte Gardens Retirement Living
30 College Street W.
Belleville, ON K8P 0A9

COMPLIANCE ORDER NO. 2024-N0476-90-01

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), if the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) believes on reasonable grounds that a licensee has contravened a requirement under the Act the Deputy Registrar 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 Sienna Ontario RH GP Inc. (the “Licensee”) operating as Aspira Quinte Gardens Retirement Living (the “Home”) comes into compliance and maintains compliance with the Act.

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(2) of the Act – failing to ensure staff do not neglect residents.
- Section 67(4) of the Act – failing to ensure compliance with the Home’s zero tolerance of abuse and neglect policy.

BRIEF SUMMARY OF FACTS

During inspections carried out on December 19, 2023, and March 7, 2024, the RHRA identified issues regarding resident safety and care protocols. Staff at the Home neglected to perform wellness checks for two residents. On two different occasions, Home staff failed to adhere to the policies and procedures for wellness checks in the Home, resulting in significant delays in checking on the residents who had fallen in their respective suites.

REQUIRED ACTION

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

1. For the six months following the issuance of this Order, complete a weekly audit of the Home's mealtime census records to ensure forms are being filled out accurately.
2. Provide evidence, within 90 days of the issuance of this Order, that all management and staff at the Home have been retrained on the Home's Monitoring and Resident Wellbeing Policy and Zero Tolerance of Abuse and Neglect policy.
3. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor. These reports must be submitted by email to enforcement@rhra.ca.

Issued on May 9, 2024.