
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Seasons Retirement Communities (Stoney Creek) GP Inc.
o/a Seasons Stoney Creek
8 Shoreview Place
Stoney Creek, ON L8E 0J6

COMPLIANCE ORDER NO. 2024-S0439-90-01 – SEASONS STONEY CREEK

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 Seasons Retirement Communities (Stoney Creek) GP Inc. (the “Licensee”) operating as Seasons Stoney Creek (the “Home”) comes into compliance with the Act and Ontario Regulation 166/11 under 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 and Regulation:

- Section 29(b) of the Regulation – failing to ensure that drugs are administered in accordance with the prescriber’s directions.
- Section 29(c) of the Regulation – failing to ensure that drugs are administered by a staff member trained in the procedures application to the administration of the drug.
- Section 62(12)(b) of the Act – failing to reassess and revise plans of care when care needs have changed.

BRIEF SUMMARY OF FACTS

The RHRA conducted inspections of the Home on January 29 and April 22, 2024, resulting in findings of non-compliance on which this Order is based.

The Licensee failed to ensure that two residents' medications were administered in accordance with the respective prescriber's orders. Failing to administer medications as prescribed poses an inherent risk of harm to residents.

Additionally, the Licensee failed to ensure that two residents' plans of care were revised when their care needs changed.

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 the issuance of this Order, demonstrate that all residents of the Home have been assessed and have updated plans of care in place, as needed.
2. Within 30 days of the issuance of this Order, demonstrate there is a procedure in place when new or changed prescriber orders are received to clarify what the process is to implement the order, identify whose responsibility it is to process the order, and how staff are notified that there has been a change in a resident's medication orders.
3. For a period of 6 months, conduct monthly audits to ensure that staff are administering medications within appropriate timeframes and develop corrective plans to address issues identified during the audits.

The Licensee must demonstrate through written reports to the RHRA that it has complied with the actions set out above. These reports must be submitted by email to enforcement@rhra.ca.

Issued on July 8, 2024