
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Oxford SC Lasalle Sudbury LP
o/a LaSalle Residence For Seniors
1758 LaSalle Boulevard
Sudbury, ON P3A 5W4

COMPLIANCE ORDER NO. 2024-N0499-90-01 – LASALLE RESIDENCE FOR SENIORS

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 require Oxford SC Lasalle Sudbury LP (the “Licensee”) operating as LaSalle Residence for Seniors (the “Home”) to come into compliance and maintain 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 67(1) – failing to protect residents of the Home from abuse by anyone
- Section 67(4) – failing to ensure compliance with the Home’s zero tolerance of abuse and neglect policy.
- Section 74(a)(i) – failing to immediately investigate an alleged incident or abuse of a resident of the Home.
- Section 75(1)(paragraph 2) – failing to immediately report suspected abuse to the Registrar.

BRIEF SUMMARY OF FACTS

The Licensee failed to promptly investigate and report to the RHRA, an allegation of verbal abuse involving a member of staff, despite several staff members being aware of the allegation.

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 management and care staff of the Home participate in an education session, provided by a third party acceptable to the RHRA, addressing how to respond to and investigate suspected, witnessed, or alleged abuse.

Documentation demonstrating compliance with the above-mentioned requirement must be submitted by email to the RHRA Compliance Monitor at enforcement@rhra.ca.

Issued on July 9, 2024