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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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2458701 Ontario Inc.  
o/a Hamilton's Hometown Retirement Living  
294 Elora Street S  
Harriston, Ontario N0G 1Z0

### **COMPLIANCE ORDER NO. 2024-S0380-90-01 HAMILTON'S HOMETOWN RETIREMENT LIVING**

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 that 2458701 Ontario Inc. (the "Licensee") operating as Hamilton's Hometown Retirement Living (the "Home") comes into compliance with the Act and Ontario Regulation 166/11 under the Act (the "Regulation").

### **CONTRAVENTIONS**

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following section of the Act:

- Sections 67(1) of the Act, in relation to the Licensee's failure to protect residents of the Home from verbal and emotional abuse

### **BRIEF SUMMARY OF FACTS**

The Licensee had interactions with three residents of the Home, that include yelling at them and belittling them. Each of those residents stated that they felt belittled or intimidated by these interactions.

## **REQUIRED ACTION**

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

1. Within 90 days of this Order, and at the Licensee's expense, ensure all management and staff of the Home participate in a specialized training session from a third party, acceptable to the RHRA, on elder abuse prevention, and strategies for communicating and dealing respectfully with elders;
2. The Licensee must provide written report confirming to the RHRA that it has complied with the action set out above. The Licensee must submit this report at such time as is determined by the RHRA Compliance Monitor.

**Issued on July 25, 2024.**