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## COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

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2861717 Ontario Inc.  
o/a Grand River Estates  
185 Grand River Street N.  
Paris, ON N3L 2N2

### COMPLIANCE ORDER NO. 2024-S0535-90-01

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 2861717 Ontario Inc. (the “Licensee”) operating as Grand River Estates (the “Home”) comes into compliance and maintains compliance with the Act.

### 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(1) of the Act – failure to protect residents of the Home from abuse by anyone.
- Section 67(4) of the Act – failure to ensure compliance with the Home’s zero tolerance of abuse and neglect policy.
- Section 74(a)(i) of the Act – failure to ensure that every alleged, suspected or witnessed incident of abuse is immediately investigated.
- Section 75(1)(paragraph 3) of the Act - failure to ensure that any unlawful conduct that resulted in harm or a risk of harm to a resident is immediately reported to the Registrar.

## **BRIEF SUMMARY OF FACTS**

On July 8, 2024, an RHRA inspector conducted an inspection at the Home, following reports that some residents had items stolen from them.

There is no evidence that the Licensee had appropriately investigated any of the reports of theft prior to the RHRA inspection or that the incidents had been reported to the RHRA and the police. While the Deputy Registrar recognizes that the Licensee has since taken mitigative steps, the Deputy Registrar still has concern that the Licensee did not intervene when these incidents were reported and considers it appropriate for the Licensee to obtain additional education in this regard.

## **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, ensure that all staff in the Home participate in an education session, provided by a third party acceptable to the RHRA, addressing how to identify, respond to and investigate suspected, witnessed, or alleged financial abuse.

All reports and documentation demonstrating compliance with the above-mentioned required action must be submitted by email to the RHRA's Compliance Monitor at [enforcement@rhra.ca](mailto:enforcement@rhra.ca).

**Issued on October 10, 2024.**