
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

2693557 Ontario Inc.
o/a Redstacks Retirement Home
303 Niagara Boulevard
Fort Erie, ON L2A 3H1

COMPLIANCE ORDER NO. 2024-S0472-90-01

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 require 2693557 Ontario Inc. (the “Licensee”) operating as Redstacks Retirement Home (the “Home”) to come into and maintain compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following sections of the Act and Regulation:

- Section 23(1)(a-c) of the Regulation – failure to develop and implement a written behaviour management strategy.
- Section 62(12) of the Act – failure to ensure that the resident is reassessed and the plan of care is reviewed and revised at least every six months and at any time as required by the legislation.
- Section 68(2) of the Act – pertaining to confinement of a resident of the Home.

BRIEF SUMMARY OF FACTS

On May 27, 2024, an RHRA inspector conducted an inspection at the Home, following a report alleging confinement of a resident of the Home.

The resident who was the subject of the report was assessed by the Home's staff as not being at risk of wandering, and there is no other documentation in the resident's file indicating that the resident was subsequently assessed as being at risk of wandering though there were concerns about the resident's wandering behaviour. In breach of the Act, a baby gate was installed at the resident's doorway to keep them from leaving their room at night.

REQUIRED ACTION

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

1. For a period of 12 months, conduct monthly audits to ensure that all residents have been reassessed, and plan of cares have been revised to accurately reflect resident care needs and an up-to-date assessment (if necessary). Proof of the audits must be anonymized and submitted to the RHRA Compliance Monitor every two months.
2. Within 90 days of this Order ensure all management and staff of the Home who provide direct care to residents participate in a training session, provided by a third party acceptable to the RHRA, relating to identifying and managing behaviours that may pose a risk of harm to the resident, or others in the Home. The training must address wandering and exit-seeking behaviours and address developing and implementing appropriate behaviour management strategies, techniques, interventions, and monitoring.

All reports and documentation demonstrating compliance with the above-mentioned required actions must be submitted by email to the RHRA's Compliance Monitor at enforcement@rhra.ca.

Issued on October 28, 2024.