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## SUMMARY OF COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 92.1.

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2868928 Ontario Inc.  
o/a Trillium Norwich  
25 Main Street E.  
Norwich, ON N0J 1P0

### COMPLIANCE ORDER NO. 2024-S0539-90-01

#### ORDER SUMMARY

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”) under section 90 of the Act, requiring, 2868928 Ontario Inc. (the “Licensee”) to immediately ensure that an appropriate staffing plan is in place such that all resident care needs are met at Trillium Norwich (the “Home”) and that adequate staff are in place until such time as the Home ceases operating as a retirement home.

This Order shall remain in place until such time as the Deputy Registrar deems the Order no longer necessary.

#### CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act and *Ontario Regulation 166/11* (the “Regulation”):

- Section 35(1) and (2) of the Act – failure to operate the Home in accordance with the legislated licensing requirements.
- Section 49(1)(a) of the Act and section 7(1) of the Regulation – failure to provide the Registrar with a transition plan at least 120 days prior to ceasing to operate as a retirement home.

## **BRIEF SUMMARY OF FACTS**

The Deputy Registrar has reasonable grounds to believe due to the financial circumstances it has asserted, that the Licensee may not be in a position to provide or facilitate care to residents or to operate the Home in a manner that is not prejudicial to the health, safety, or welfare of its residents until the time it ceases operating.

## **REQUIRED ACTION**

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

1. The Licensee shall immediately and for the duration of this Order and at the Licensee's expense:
  - a. Ensure that at all times, an appropriate level of staffing with appropriately trained staff is maintained in the Home, sufficient to ensure that resident care needs, including meals, are met.
  - b. Provide reports, including any requested documentation, to the RHRA as requested on actual and projected staffing levels, risks of staffing shortages, and contingency planning.

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 29, 2024**