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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 92.1.

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2249000 Ontario Ltd.  
o/a Bethesda Home  
4 Partridge Lane  
Scarborough, ON M1T 3C6

### COMPLIANCE ORDER NO. 2024-T0290-90-01

#### 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, to ensure 2249000 Ontario Ltd. (the “Licensee”) operating as Bethesda Home (the “Home”) comes into 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 contravened the following sections of the Act and *Ontario Regulation 166/11* (the “Regulation”):

- Section 23(1)(a-c) of the Regulation – failure to develop and implement a written behaviour management strategy.
- Section 65(2)(b) and (5) of the Act – failure to ensure that all staff who provide care service to residents receive training in zero tolerance for abuse and neglect, and behaviour management.
- 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 that there is a written policy to promote zero tolerance of abuse and neglect of residents, and failure to ensure that the policy is complied with.
- Section 74(a)(i) of the Act – failure to ensure that every alleged, suspected, or witnessed incident of abuse of a resident is immediately investigated.
- Section 75(1)(paragraph 1) of the Act – failure to report an incident of abuse of a resident to the Registrar.

## **BRIEF SUMMARY OF FACTS**

The Licensee failed to respond appropriately to an incident of alleged physical abuse between a resident and volunteer of the Home, including failing to report the matter to the RHRA and failing to conduct an appropriate investigation into the allegations.

## **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 management, staff, and volunteers of the Home participate in training sessions, provided by one or more third parties acceptable to the RHRA, addressing the following areas: how to manage resident behaviours or disputes professionally; and how to identify, respond to and investigate suspected, witnessed, or alleged physical abuse.

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

**Issued on November 27, 2024**