
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Dayspring Residence Inc.
o/a Dayspring Residence
332787 Plank Line RR 7
Tillsonburg, ON N4G 4H1

COMPLIANCE ORDER NO. 2025-S0141-90-01

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 Dayspring Residence Inc. (the “Licensee”) operating Dayspring Residence (the “Home”) to come into compliance and maintain compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

The Licensee was ordered into receivership on August 1, 2025, and Rosen Goldberg Inc. (the “Receiver”) is standing in the shoes of the Licensee and is being served in accordance with sections 46(5) and (6) of the Act. This Order is served on both the Licensee and Receiver respectively.

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Regulation:

- Section 18(3) of the Regulation, by failing to ensure that timely action was taken to deal with pests in the Home.
- Section 19(2) para 4 of the Regulation by failing to ensure a maintenance program is in place and its operational systems are maintained in good repair.
- Sections 21 and 38 of the Act by failing to pay annual fees set by the Authority in administering the Act and Regulations.

- Section 67(2) of the Act by failing to ensure that the Licensee and staff do not neglect the residents. Certain systems and equipment were out of working order due to non-payment for an essential service, which jeopardized the safety and well-being of residents.
- Sections 77(7)(a) & (b) of the Act by failing to respond to a demand for production.

BRIEF SUMMARY OF FACTS

On May 22, 2025, an RHRA inspector conducted an inspection at the Home after receiving a report from a community partner regarding, among others, concerns that the Home's Hydro had been turned off and that a bed bug infestation persisted in the Home. The Home's Hydro, an essential service, was out of service for approximately 48 hours due to non-payment, resulting in certain systems or equipment being out of working order.

Further, the Licensee did not take adequate steps to deal with bed bugs, respond to a Demand for Production in the required timeframe, and ensure a maintenance program was in place for the Home's use of a generator. Additionally, the Licensee did not pay two installments of its annual RHRA licensing fees.

REQUIRED ACTION

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

1. Within 30 days of the Order, retain a pest service, acceptable to the RHRA, to conduct an assessment of ongoing pest issues in the Home and obtain a recommendation and implement an appropriate remediation plan to address the pest issue.
2. Within 30 days of the Order, submit payment for all outstanding RHRA Fees to the RHRA's Finance Department.
3. On a monthly basis for one year, submit an attestation in a form provided by the RHRA that all essential services in the Home have been paid satisfactorily to remain in working order, or identify any service(s) not in working order, any amount owing for the service(s), and the Licensee's plan for payment.

Issued on August 21, 2025.