
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Seasons Retirement Communities (Stoney Creek) GP Inc.
o/a Seasons Stoney Creek
8 Shoreview Place
Stoney Creek, ON L8E 0J6

COMPLIANCE ORDER NO. 2025-S0439-90-01

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 Seasons Retirement Communities (Stoney Creek) GP Inc. (the “Licensee”) operating Seasons Stoney Creek (the “Home”) to take specific actions to assist with coming into and maintaining compliance with the Act.

CONTRAVENTION

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

- Section 67(2) – The Licensee did not ensure that staff of the Home do not neglect the residents.

BRIEF SUMMARY OF FACTS

On May 26, 2025, an RHRA inspector conducted an inspection in response to an alleged incident of neglect involving a resident. The inspector determined that staff did not follow the Home’s Presence and Well-Being Policy and did not perform wellbeing checks when a resident missed four consecutive meals. The resident was subsequently discovered injured in their suite.

REQUIRED ACTION

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

1. Each week for a period of six months following the issuance of this Order, the Home's Health and Wellness Manager must complete an audit of the Home's mealtime census and resident Presence and Well-Being check protocols. The audit must:
 - a. Confirm that relevant documentation is complete and accurate; and
 - b. Verify, through spot checks or similar protocols, that resident presence and well-being checks are being conducted appropriately.

Each month for six months, the Licensee must submit the results of its weekly audits to the RHRA Compliance Monitor by email at enforcement@rhra.ca.

Issued on October 22, 2025.