



ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 93.

Romko Residences LP
o/a Brookside Court/Hilltop Place
980-1000 Elgin Mills Road
Richmond Hill, ON L4S 1M4

ADMINISTRATIVE PENALTY ORDER 2026-T05953-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that Romko Residences LP (the “Licensee”) operating as Brookside Court/Hilltop Place (the “Home”) has contravened sections of the *Retirement Homes Act, 2010* (the “Act”) and Ontario Regulation 166/11 (the “Regulation”).

The Deputy Registrar issues this Order to Pay an Administrative Penalty under section 93 of the Act to encourage the Licensee to comply with the requirements under the Act and Regulation.

CONTRAVICTION

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

- Section 62(10) – did not ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.
- Section 68(1) – did not ensure that no licensee of a retirement home and no external care providers who provide care services in the home shall restrain a resident of the home in any way, including by the use of a physical device or by the administration of a drug except as permitted by section 71.

BRIEF SUMMARY OF FACTS

On July 10, 2025, an RHRA inspector conducted an inspection at the Home. The inspector determined that staff did not use a transferring device in accordance with a resident’s plan of care and the Home’s policy, which created a risk of harm to the resident. Additionally, staff placed the resident’s wheelchair against the resident’s bed, which had the effect of restraining the resident by restricting their movement.

ADMINISTRATIVE PENALTY FACTORS

The Deputy Registrar considered the factors contained in subsection 60.1(1) of the Regulation in determining the amount of the Administrative Penalty:

(a) Severity of Adverse Effect / Potential Adverse Effect:

The Licensee improperly used a mobility device in a way that restricted a resident's freedom of movement, and used unsafe transfer techniques for a mechanical transfer device. This placed the resident at risk of harm. This outcome falls within the 'major' severity category.

(b) Mitigation of Contravention:

The Licensee took prompt corrective action to mitigate the risk of further non-compliance. Care plans were reviewed and updated, staff received training on restraints, neglect, and consent procedures, and new auditing and monitoring measures were implemented. These actions are mitigating factors.

(c) Previous Contraventions:

The Licensee has no prior history of non-compliance with section 68(1) of the Act. The Licensee was previously cited with section 62(10) of the Act following an inspection conducted on January 27, 2023. The Licensee did not ensure that a care service provided to the resident was in accordance with the resident's plan of care.

(d) Economic Benefit:

The Licensee did not receive any direct economic benefit from this non-compliance, which is a neutral factor.

(e) Purpose of Administrative Penalty:

To encourage the Licensee to ensure compliance in the future. The penalty is not intended to be punitive.

Issued on January 15, 2026