



ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Seasons Retirement Communities (London Highland) GP Inc.
o/a Seasons London
633 Base Line Rd East.
London, ON N6C 0B4

ADMINISTRATIVE PENALTY ORDER 2026-S01533-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that Seasons Retirement Communities (London Highland) GP Inc. (the “Licensee”) operating as Seasons London (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 67(2) – did not ensure that the licensee and the staff of the Home do not neglect the residents

BRIEF SUMMARY OF FACTS

On August 25, 2025, an RHRA inspector conducted an inspection at the Home. The inspector determined that staff did not perform a proper well-being check of a resident in accordance with the Home’s Presence and Well-Being Policy, which jeopardized the resident’s health and safety.

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:

After a resident missed a dinner service, staff did not properly implement the Home's Presence and Well-Being Policy. As a result, a resident was not discovered for over 24 hours, after which she was found deceased in her suite. The failure to complete a proper wellness check had a major potential adverse effect on the resident.

(b) Mitigation of Contravention:

The Licensee reported the incident to RHRA, conducted an internal investigation, and took corrective actions, including retraining, and policy reviews. This is a mitigating factor in the assessment of the quantum of the penalty.

(c) Previous Contraventions:

The Licensee has no prior history of non-compliance with the legislation, which mitigates the quantum.

(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 22, 2026