COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

2840675 Ontario Inc.
o/a Billingswood Manor
1370 Bank Street
Ottawa, ON K1H 8N6

COMPLIANCE ORDER NO. 2026-N0551-90-01

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 ensure 2840675 Ontario Inc. (the "Licensee") operating as Billingswood Manor (the "Home") comes into compliance and maintains 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 Regulation:

- **Section 67(1) of the Act**: the Licensee did not protect a resident of the home from abuse.

BRIEF SUMMARY OF FACTS

The Deputy Registrar has reasonable grounds to believe that a former staff member abused a resident. The Licensee took appropriate action once it became aware of the abuse, however, earlier recognition of indicators of potential abuse may have lessened the impact of the abuse.

REQUIRED ACTION

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

1. Within 60 days of this Order, ensure that all management of the Home who provide or supervise direct care to residents participate in an education session, provided by a third party acceptable to the RHRA, regarding how to recognize and respond to early indicators of potential abuse to residents.

Issued on February 24, 2026