
**COMPLIANCE ORDER SUMMARY
TO BE MADE AVAILABLE IN HOME**

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

439 King Welland LP
o/a The Grand Canal Retirement Residence
439 King Street
Welland, ON L3B 0J5

COMPLIANCE ORDER NO. 2026-S0536-90-01

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 439 King Welland LP (the “Licensee”) operating as The Grand Canal Retirement Residence (the “Home”) to come into and maintain 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 residents of the Home from abuse by anyone.
- Section 67(4) of the Act: The Licensee did not ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and shall ensure that the policy is complied with.
- Section 75(1)(paragraph 2) of the Act: The Licensee did not immediately report suspected abuse of a resident by anyone.
- Section 13(2) of the Regulation: The Licensee did not ensure that the police record check was a vulnerable sector check mentioned in paragraph 3 of subsection 8 (1) of the *Police Record Checks Reform Act, 2015* to determine the person’s suitability to be a staff member or volunteer in a retirement home and to protect residents from abuse and neglect.
- Section 57.1(1)(b) of the Regulation: The Licensee did not ensure that staff, external care provider, or volunteer of the Home, did not receive or hold a resident’s money or other

property except in accordance with section 72 of the Act or for the payment of rent, care services or other legitimate charges connected to the retirement home.

BRIEF SUMMARY OF FACTS

The Order relates to two inspections conducted at the Home on November 27, 2025, and January 28, 2026. These inspections identified instances of financial abuse and theft involving multiple residents. In addition, not all staff had a current police record check on file.

REQUIRED ACTION

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

1. Within 30 days of this Order, conduct an audit of all current staff files and submit confirmation that all required police record checks are complete and current.
2. Within 90 days of this Order, ensure that all staff in the Home participate in an education session, delivered by a third party acceptable to RHRA, on financial abuse with a focus on management oversight, including how to identify, respond to, investigate, and report any suspected, witnessed, or alleged financial abuse.
3. Within 90 days of this Order, conduct a root cause analysis of the incidents of financial abuse and theft in the Home and provide RHRA with a description of the measures that will be implemented to prevent recurrence.

Issued on April 15, 2026.