
**ADMINISTRATIVE PENALTY ORDER SUMMARY
TO BE MADE AVAILABLE IN HOME**

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

Woodbine Retirement Residence Inc.
o/a Brantford Retirement Manor
152 North Park St
Brantford, ON N3R 4K5

ADMINISTRATIVE PENALTY ORDER 2026-S01643-93-02

The Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that Woodbine Retirement Residence Inc. (the “Licensee”) operating as Brantford Retirement Manor (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.

CONTRAVENTION

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

- Section 33 of the Act, which states that no person shall operate a retirement home unless the person is licensed under this Act to operate that specific home.
- Section 54(c) of the Act, which states that the package of information given to every resident of the home, before the resident commences his or her residency, must be accurate.

BRIEF SUMMARY OF FACTS

The Home operated as a retirement home without an RHRA licence for approximately eight months . During that time, residents received an inaccurate Care Home Information Package indicating the Home was licenced to operate as a retirement home.

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 severity of the potential adverse effect is major. The Home operated as a retirement home without a licence for approximately eight months. Before receiving a licence, it provided care services to residents, including medication administration, continence care, transfers, and meals. In addition, residents received inaccurate information about the Home's licence status, which impacts residents' abilities to make informed decisions about their housing and care.

b. **Mitigation of Contravention:**

The Licensee distributed written communication to each resident of the Home addressing the Home's licence status. This action mitigates the quantum of penalty.

c. **Previous Contraventions:**

Not Applicable

d. **Economic Benefit:**

By operating without a licence and not paying licensing fees to the RHRA, the Operators likely obtained an economic benefit.

e. **Purpose of Administrative Penalty:**

The administrative penalty is intended to encourage the Licensee to maintain compliance with the Act and Regulations going forward and to emphasize the importance of preventing future instances of non-compliance.

Issued on April 8, 2026.