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## COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

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V!VA Retirement Communities Inc.  
o/a V!VA Thornhill Woods Retirement Community  
9700 Bathurst Street  
Vaughn, ON L6A 4V2

### COMPLIANCE ORDER NO. 2026-T0256-90-01

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 V!VA Retirement Communities Inc. (the “Licensee”) operating as V!VA Thornhill Woods Retirement Community (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 is not in compliance with the following sections of the Act and Regulation:

- **Section 23(1)(c) of the Regulation:** the Licensee did not develop and implement a written behaviour management strategy that included strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.

### BRIEF SUMMARY OF FACTS

A resident with a history of confusion and wandering behaviours related to their diagnosis of dementia exited the Home unnoticed and was injured. The Licensee did not ensure that a written behaviour management strategy, including monitoring strategies, was developed or implemented for the resident as required.

### 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, demonstrate that a written protocol for addressing exit door or related alarm systems is in effect. The protocol must address how staff are alerted when an alarm is activated, the procedures to follow when an alarm is activated, and a process for ongoing monitoring of the effectiveness of the alarm system protocol during all shifts.

The Licensee must demonstrate through written reports to the RHRA that it has complied with the actions set out above. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor. These reports must be submitted by email to [enforcement@rhra.ca](mailto:enforcement@rhra.ca).

**Issued on January 20, 2026.**