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

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

Riverstone Retirement (Riverpath) LP
o/a Riverpath Retirement Community
80 Landry Street
Ottawa, ON K1L 0B4

AMENDED COMPLIANCE ORDER NO. 2026-N0504-90-01

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 Riverstone Retirement (Riverpath) LP (the “Licensee”) operating as Riverpath Retirement Community (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 23(1)(a-d) and 23(2) of the Regulation** – The Licensee did not implement a behaviour management strategy that included techniques, interventions, monitoring strategies or reporting protocols for a resident’s behaviours that pose a risk to the resident or others, and did not ensure staff were advised at the beginning of each shift of a resident requiring heightened monitoring.
- **Section 62(10) of the Act** – The Licensee did not ensure that staff complied with meal provision and wellness checks for meals as noted in a resident’s plan of care.

- **Section 62(12)(b) of the Act** – The Licensee did not ensure that the resident was reassessed and the resident’s plan of care was reviewed and revised when the resident’s care needs changed.
- **Section 67(1 and 2) of the Act** – The Licensee did not ensure staff at the Home do not abuse or neglect residents

BRIEF SUMMARY OF FACTS

During inspections conducted on October 29 and November 26, 2025, the RHRA identified non-compliance relating to resident presence and well-being checks, plans of care, reassessment and revision, behaviour management, and the protection of residents from abuse and neglect.

REQUIRED ACTION

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

1. Each week for a period of six months following the issuance of this Order, the Home’s Director of Care must complete an audit of the Home’s mealtime census and resident Presence and Well-Being check protocols, and submit a monthly audit report to the RHRA Compliance Monitor. The audit must:
 - a. Confirm that relevant documentation is complete and accurate; and
 - b. Verify, through spot checks or similar protocols, that resident presence and well-being checks are being conducted appropriately.
2. Within 15 days of this Order, provide the results of all audits conducted on resident assessments and plans of care. Include documentation showing that each plan of care has been updated to accurately reflect the current needs of the resident, including evidence that any resident exhibiting behaviours that pose a risk to themselves or others has an appropriate behaviour management strategy in place.
3. Within 90 days of this Order ensure all management and staff of the Home who provide direct care to residents participate in a training session relating to identifying and managing behaviours that may pose a risk of harm to the resident, or others in the Home.
4. All information demonstrating compliance with the required actions must be submitted by email to RHRA Compliance Monitoring at enforcement@rhra.ca.

Issued on April 13, 2026.