
ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

10592293 Canada Corporation
o/a Hillside Haven
54 Ranney Street S.
Campbellford, ON K0L 1L0

ADMINISTRATIVE PENALTY ORDER 2026-T0553-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that 10592293 Canada Corporation (the “Licensee”) operating as Hillside Haven (the “Home”) has contravened sections of the *Retirement Homes Act, 2010* (the “Act”) or 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 section of the Regulation:

- **Section 29(d) of the Regulation:** the Licensee did not ensure that a member of a College, as defined in the *Regulated Health Professions Act, 1991*, or an exempted out of province health professional supervised the administration of a drug or other substance to a resident in the Home.

BRIEF SUMMARY OF FACTS

The Licensee did not ensure that a member of a College supervised the administration of drugs or other substances to residents of the Home during a period of operational transition affecting clinical oversight.

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 Licensee did not ensure that a member of a College, as defined in the *Regulated Health Professions Act, 1991*, supervised the administration of drugs or other substances to residents of the Home. This increased the risk of medication-related errors for all residents of the Home who received medication administration as a care service. This had a moderate potential adverse effect.

b) **Mitigation of Contravention:**

In response to the citation for non-compliance, the Licensee stated their intention to continue with recruitment efforts. The Licensee subsequently engaged the services of a Registered Practical Nurse through a management company.

c) **Previous Contraventions:**

The Licensee was cited for non-compliance with section 29(d) of the Regulation at the time of the previous inspection. The non-compliance was not corrected before the subsequent inspection.

d) **Economic Benefit:**

There was no direct economic benefit to the Licensee.

e) **Purpose of Administrative Penalty:**

The purpose of an administrative penalty is to encourage compliance. An administrative penalty is not intended to be punitive.

Issued on April 20, 2026.