
ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Sienna Ontario RH GP Inc.
o/a Aspira Quinte Gardens Retirement Living
30 College Street W.
Belleville, ON K8P 0A9

ADMINISTRATIVE PENALTY ORDER 2026-N0476 -93-01

Under section 93 of the *Retirement Homes Act, 2010* (the “Act”), the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and “RHRA”, respectively) may order a person to pay an administrative penalty if the Deputy Registrar believes on reasonable grounds that the person has contravened 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 and Regulation:

- Section 62(12)(b) of the Act: The Licensee did not ensure that the resident is reassessed and the plan of care reviewed when the resident’s care needs change or the care services set out in the plan are no longer necessary.
- Section 67(1) of the Act: The Licensee did not protect residents of the Home from abuse by anyone.
- Section 75(1)(paragraph 2) of the Act: The Licensee did not immediately report suspected abuse of a resident to the Registrar.
- Section 23(1)(a-c) of the Regulation: The Licensee did not develop and implement a written behaviour management strategy that includes techniques, strategies for interventions, and strategies for monitoring behaviours that pose a risk to the resident or others in the Home.

BRIEF SUMMARY OF FACTS

An inspection was carried out on October 29, 2025, in response to a reported incident of alleged sexual abuse. The findings concluded that a resident of the Home was subjected to inappropriate conduct by another resident, and that the Licensee did not take sufficient measures to address the behaviour.

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:**

A resident of the Home was subjected to inappropriate conduct from another resident, and the Licensee did not take adequate steps to prevent that conduct. The resident experienced fear, distress, and loss of safety in her living environment. The Licensee's inactions jeopardized the health and safety of residents. The potential adverse effect falls into the 'major' category.

b. **Mitigation of Contravention:**

The Licensee implemented corrective measures after the incident, including staff retraining, policy reviews, enhanced monitoring, behaviour tracking, and updates to plans of care. These actions demonstrate responsiveness and are mitigating factors in determining the penalty amount.

c. **Previous Contraventions:**

The Licensee's compliance history includes prior findings of non-compliance relating to behaviour management, reassessment, and reporting obligations.

d. **Economic Benefit:**

The Licensee did not receive any direct economic benefit from this non-compliance, and so this is a neutral factor.

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 27, 2026.