
ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Cedarcroft Stratford Limited Partnership
o/a Cedarcroft Stratford Retirement Residence
260 Church Street
Stratford, ON N5A 2R6

ADMINISTRATIVE PENALTY ORDER 2026-S0092-93-01

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:

- Section 62(9) (paragraph 1): The Licensee did not ensure that the resident or the resident’s substitute decision-maker approved the plan of care.
- Section 67(1): The Licensee did not protect residents of the Home from abuse by anyone.
- Section 67(4): The Licensee did not ensure that there is a written policy to promote zero tolerance of abuse and neglect and that the policy is complied with.
- Section 74(a)(i): The Licensee did not ensure that every alleged, suspected or witnessed incident of abuse is immediately investigated.
- Section 75(1) (paragraph 4): The Licensee did not immediately report to the Registrar the suspicion of misuse or misappropriation of a resident’s money.

BRIEF SUMMARY OF FACTS

An inspection was carried out on February 12, 2026, in response to a report of potential financial abuse. The inspection findings indicate that a staff member accepted multiple cheques from a resident as gifts and subsequently used the funds for personal purposes. The Licensee did not take sufficient measures to protect the resident from financial abuse.

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 contraventions involved conduct that meets the definition of financial abuse, arising from a staff member's misuse or misappropriation of a resident's money. Although Resident A had capacity and did not report experiencing harm, the acceptance of funds from a resident as a gift is inconsistent with the safeguards contained in the Act. The potential adverse effect of the contraventions falls into the 'moderate' category.

(b) Mitigation of Contravention:

The Licensee implemented corrective measures after the incident, including staff retraining. However, these actions were reactive and delayed, reducing their overall weight.

(c) Previous Contraventions:

The Licensee has no prior findings of non-compliance related to abuse or reporting obligations.

(d) Economic Benefit:

The Licensee did not receive any direct economic benefit from this non-compliance. 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 May 1, 2026.