ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Chartwell Master Care Corporation
o/a Chartwell Oak Ridges Retirement Community
12925 Yonge Street
Richmond Hill, ON L4E 0T7

ADMINISTRATIVE PENALTY ORDER 2026-T0465-93-01

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

The 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.

CONTRAVENTION

The Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act:

- Section 60(4)(paragraph 1): The Licensee did not ensure that an emergency plan was in place for responding to emergencies in the Home or in the community in which the home is located that met the prescribed requirements.
- Section 65(2)(h): The Licensee did not ensure that no staff worked in the Home unless they had received training in the emergency plan and the infection prevention and control program of the licensee for the Home mentioned in subsection 60(4) of the Act.
- Section 67(2): The Licensee did not ensure that staff of the Home did not neglect residents.

BRIEF SUMMARY OF FACTS

An inspection was conducted at the Home on December 30, 2025. The Licensee did not implement timely and effective interventions for a resident who had demonstrated ongoing confusion and wandering behaviours. The resident exited the Home unnoticed. The inspection identified that once staff became aware that the resident was missing, they did not initiate a coordinated search or escalate the situation

in accordance with the established protocol. Further, staff did not monitor the resident as required after the resident returned to the Home.

ADMINISTRATIVE PENALTY FACTORS

The Registrar considered the factors set out at s. 60.1(1) of the Regulation in determining the amount of the Administrative Penalty.

a) **Severity of Adverse Effect / Potential Adverse Effect:**
The contraventions resulted in a lapse in resident safety involving a resident with a known history of wandering and confusion. A resident was missing for approximately two hours and was later found outdoors, putting them at risk of hypothermia. Staff did not initiate a missing resident procedure, conduct a coordinated search, or escalate the matter as required, creating a significant risk of harm. While no lasting physical injury was confirmed, the incident represents a high-risk situation with the potential for serious adverse outcomes, falling within the 'moderate' category of potential impact.

b) **Mitigation of Contravention:**
The Licensee implemented corrective actions, including updating agency training documentation, reinforcing emergency response procedures, and committing to enhanced staff training and sign-off requirements.

c) **Previous Contraventions:**
The Licensee has a relevant history of non-compliance under section 67(2) of the Act, including prior findings of non-compliance related to maintaining resident safety, behaviour management, and implementing resident plans of care.

d) **Economic Benefit:**
There is no evidence that the Licensee received direct economic benefit from the non-compliance.

e) **Purpose of Administrative Penalty**:
The administrative penalty is intended to encourage the Licensee to achieve and maintain compliance with the Act and Regulation.

Issued on June 8, 2026.