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## ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

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Sienna Ontario RH GP Inc.  
o/a Aspira Kingsmere Retirement Living  
287 King Street S.  
Alliston, ON L9R 0C4

### ADMINISTRATIVE PENALTY ORDER 2026-T0527-93-01

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 and Regulation:

- Sections 65(2), (5)(paragraph 1-4) of the Act and 14(1), (2), (3)(b), and 27(9) of the Regulation – The Licensee did not ensure that no staff work in the home unless they have received the required training.
- Section 67(1) of the Act – The Licensee did not protect residents of the Home from abuse.
- Section 75(1)(paragraph 2) of the Act – The Licensee did not immediately report a suspicion of abuse to the Registrar.
- Section 57.1(1)(b) of the Regulation – The Licensee did not ensure that staff do not receive or hold a resident’s money or other property except in accordance with section 72 of the Act or for the payment of rent, care services or other legitimate charges connected to the Home.

## BRIEF SUMMARY OF FACTS

An inspection was conducted at the Home on December 9, 2025, in response to a report of potential financial abuse. The inspection identified that multiple staff members accepted gifts or money from a resident. The Licensee did not take sufficient measures to protect the resident from financial abuse and did not report the matter immediately to the RHRA.

## 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 involved staff receiving or holding resident money or property, which is prohibited by the legislation. Although Resident A had capacity and did not report harm, such conduct is not permitted regardless of consent or observed harm and constitutes financial abuse. The potential adverse effect falls within the moderate category.

b) **Mitigation of Contravention:**

The Licensee implemented corrective measures following the incident, including staff retraining. However, these actions were primarily reactive, rather than demonstrating proactive identification and management of the non-compliance, reducing their overall weight.

c) **Previous Contraventions:**

The Licensee has no prior relevant findings of non-compliance.

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 legislation.

Issued on June 10, 2026.