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## COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

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McVean Holding Corp.  
o/a McVean Lodge  
700 Nineteenth Avenue  
Hanover, ON N4N 3S6

### COMPLIANCE ORDER NO. 2026-S0113-90-01

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), if the Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and the “RHRA”, respectively) believes on reasonable grounds that a licensee has contravened a requirement under the Act, the Registrar may serve an order on a licensee ordering it to refrain from doing something, or to do something, for the purpose of ending the contravention and achieving compliance, ensuring that the contravention is not repeated, and that compliance is maintained.

The Registrar issues this Compliance Order (the “Order”) to require McVean Holding Corp. (the “Licensee”) operating as McVean Lodge (the “Home”) to come into and maintain compliance with the Act and O. Reg. 166/11: General (the “Regulation”).

### CONTRAVENTION

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

- Section 68(1) of the Act: The Licensee did not ensure that a resident was not restrained in any way, including by the use of a physical device, except as permitted by section 71 of the Act.
- Section 22(2)(a) of the Regulation: The Licensee did not ensure that there was a timely and appropriate response when a resident fell in a common area of the home or while being assisted by staff.

### BRIEF SUMMARY OF FACTS

An inspection of the Home was conducted on March 13, 2026, following a report of the inappropriate use of a physical restraint. The inspection identified that, after a resident experienced a face-first fall, staff

failed to initiate a head injury routine in accordance with the Home's policies and procedures. The inspection further identified that, following the fall, the resident was restrained with a wheelchair lap belt on two occasions. The use of the lap belt restricted the resident's freedom of movement and ability to stand or ambulate independently.

## **REQUIRED ACTION**

Pursuant to section 90 of the Act, the Registrar orders the Licensee to comply with the following:

1. Within 90 days of this Order, ensure that all management and staff of the Home who provide direct care to residents participate in a training session, provided by a third party acceptable to the RHRA, related to falls prevention, reduction and mitigation and the appropriate use of restraints.

**Issued on July 14, 2026**