
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

1672537 Ontario Limited
o/a Choices Living Retirement Residence
326 12th Street
Hanover, ON N4N 1V6

COMPLIANCE ORDER NO. 2026-S0197-90-01

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 1672537 Ontario Limited (the “Licensee”) operating as Choices Living Retirement Residence (the “Home”) to come into and maintain compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

CONTRAVENTION

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

- **Section 62(1) of the Act:** the Licensee did not ensure that the resident was assessed and that a plan of care was developed based on the assessment and in accordance with this section and the regulations within the prescribed time.
- **Section 67(1) of the Act:** the Licensee did not protect a resident of the home from abuse by anyone.

BRIEF SUMMARY OF FACTS

The Licensee did not develop a plan of care for a resident who moved into the Home on a short-term basis. Following a dispute regarding fees, the resident understood that they were being forced to leave the Home and became distressed. In the circumstances, there are reasonable grounds to believe that the Licensee failed to protect the resident from emotional abuse.

REQUIRED ACTION

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

1. Within 60 days of this Order, ensure that the operator, management and all staff of the Home who complete, update, or approve residents' plans of care review the RHRA's Compliance Assistance Module on Assessments and Plans of Care and provide the RHRA with proof of completion for each person; and
2. Within 60 days of this Order, ensure that the operator, management, and all staff of the Home participate in specialized training, provided by a third party acceptable to the RHRA, in elder abuse prevention. The training must specifically address how power imbalances in staff-resident relationships may contribute to resident abuse and the steps staff must take to prevent, identify, and report such abuse.

Issued on August 24, 2026.