
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

WC Operating (Ontario-1) LP
o/a Leaside
10 -14 William Morgan Drive
East York, ON M4H 1E7

COMPLIANCE ORDER NO. 2026-T0428-90-01

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 WC Operating (Ontario-1) LP (the “Licensee”) operating as Leaside (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 67(2) of the Act** – the Licensee did not ensure that the staff of the Home did not neglect a resident.
- **Section 14(5) of the Regulation** – the Licensee did not ensure that certain staff who work in the Home received specified training on an on-going basis, or at least annually.

BRIEF SUMMARY OF FACTS

The Licensee did not ensure that staff received prescribed training required to complete complex care tasks involving mechanical lifts and resident transfers, which contributed to a resident fall and injury. In these circumstances, there are reasonable grounds to believe that the Licensee failed to protect the resident from neglect.

REQUIRED ACTION

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

1. Within 30 days of this Order, conduct an audit of all resident records to identify residents who require the use of a Hoyer lift and verify that staff are consistently performing two-person transfers and complete the pre-startup inspection checklist prior to performing those transfers.
2. For the six months following the completion of the audit, submit every two months, results of those audits and any corrective actions taken to RHRA Compliance Monitoring.

Issued on August 26, 2026.