
ADMINISTRATIVE PENALTY ORDER SUMMARY

TO BE MADE AVAILABLE IN HOME

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

WC OPERATING (ONTARIO-1) LP
o/a Lynwood Park Retirement Community
1 Eaton St
Nepean, ON K2H 9P1

ADMINISTRATIVE PENALTY ORDER 2026-N01525-93-01

The Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that WC OPERATING (ONTARIO-1) LP (the “Licensee”) operating as Lynwood Park Retirement Community (the “Home”) has contravened sections of the *Retirement Homes Act, 2010* (the “Act”) and Ontario Regulation 166/11 (the “Regulation”).

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 and Regulation.

CONTRAVENTION

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

- **s. 23(1)(b) of the Regulation** – The Licensee did not develop and implement a written behaviour management strategy that included strategies for interventions to prevent and address resident behaviours that posed a risk to the resident or others in the Home.
- **s. 67(2) of the Act** – The Licensee did not ensure that staff of the Home did not neglect the residents.

BRIEF SUMMARY OF FACTS

A resident with a history of wandering and exit-seeking behaviours exited the home unnoticed in winter conditions and was injured. The Licensee did not ensure that there was a written behaviour management strategy in place intended to prevent and address behaviours that posed a risk to the resident. Additionally, the Licensee did not ensure that staff completed overnight safety and continence checks in accordance with the resident’s plan of care and staff did not respond to a doorbell alarm that was activated when the resident exited the Home. As a result, the Registrar has reasonable grounds to believe that the Licensee did not protect the resident from neglect.

ADMINISTRATIVE PENALTY FACTORS

The Registrar considered the factors contained in subsection 60.1(1) of the Regulation in determining the amount of the Administrative Penalty:

a) **Severity of Adverse Effect / Potential Adverse Effect:**

The Resident, who had a documented history of escalating wandering and exit-seeking behaviours, left the Home during winter weather conditions and was injured. The Resident's absence was not identified promptly, despite an exit door alarm. A failure to complete a scheduled night check and/or the manner in which the exit door alarm was resolved may have delayed recognition that the Resident was missing from her suite. Additionally, behaviour management strategies were not implemented by the Home to address the Resident's escalating behaviours that resulted in the incident during which she was injured. The contraventions resulted in moderate resident harm.

b) **Mitigation of Contravention:**

Following the incident, the Licensee took substantial corrective action, including providing additional training to its staff with respect to its behaviour management program and ZTA Policy and implementing a new procedure in response to external door alarms. The Licensee was cooperative with the inspection process. This is a mitigating factor in determining the quantum amount.

c) **Previous Contraventions:**

The Licensee has not previously been found non-compliant with s. 67(2) of the Act or s. 23(1)(b) of the Regulation. This is a mitigating factor in determining the quantum amount.

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 maintain compliance with the Act and Regulations going forward and to emphasize the importance of preventing future instances of non-compliance.

Issued on September 03, 2026.