
ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

CSH LPFRH LP
o/a Chartwell Dufferin Centre Retirement Residence
344 Dufferin Avenue
Trenton ON K8V 5G9

ADMINISTRATIVE PENALTY ORDER 2026-N0188-93-01

The Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that CSH LPFRH LP (the “Licensee”) operating as Chartwell Dufferin Centre Retirement Residence (the “Home”) has contravened sections of the *Retirement Homes Act, 2010* (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 section of the Act:

- Section 67(1) of the Act – The Licensee did not protect a resident of the Home from abuse by anyone.

BRIEF SUMMARY OF FACTS

Multiple staff members accepted money from a resident, amounting to a misuse or misappropriation of the resident’s funds. In the circumstances, there are reasonable grounds to believe the Licensee failed to protect the resident from financial abuse.

ADMINISTRATIVE PENALTY FACTORS

The Deputy 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 contraventions involve staff receiving a resident's money, which is prohibited by the legislation. Although Resident A had capacity and did not report harm, except in the case of Staff 1, where the harm was significant, such conduct is not permitted regardless of consent or observed harm and constitutes financial abuse. The Registrar has considered both the number of staff involved and length of time the conduct continued while staff were employed by the Home. The potential adverse effect falls within the moderate category.
- b) **Mitigation of Contravention:** The Licensee implemented corrective measures following the inspection, including staff retraining. However, these actions were primarily reactive, rather than demonstrating proactive identification and management of 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 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 September 8, 2026