55 York Street, Suite 700
Toronto, ON. M5J 1R7

COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

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

COMPLIANCE ORDER NO. 2026-N0188-90-01

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 ensure CSH LPFRH LP (the "Licensee") operating as Chartwell Dufferin Centre Retirement Residence (the "Home") comes into compliance and maintains compliance with the Act and Ontario Regulation 166/11 under the Act (the "Regulation").

CONTRAVENTIONS

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following sections of the Act and Regulation:

- Section 67(4) of the Act – failure to ensure compliance with the Home's zero tolerance of abuse and neglect policy.
- Section 13(2) of the Regulation - the Licensee did not have the required police record checks for its staff.
- Section 57.1 of the Regulation– failure to ensure that a staff member of a retirement home did not borrow, receive or hold a resident's money or other property except in certain specified circumstances.

BRIEF SUMMARY OF FACTS

Multiple staff members accepted money from a resident for reasons other than those permitted by the Regulation. The Licensee did not have the required police record checks for several of the staff members.

REQUIRED ACTION

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

1. Within 30 days of this Order, amend its zero-tolerance of abuse and neglect policy to include a clear explanation of section 57.1 of the Regulation regarding the prohibition on borrowing, receiving, or holding residents' money, as required by section 15(3)(a.1) of the Regulation.

2. Within 60 days of the Order, conduct an audit of all current staff files to verify that all required police record checks and vulnerable sector checks have been completed and are current.

3. Within 90 days of this Order, ensure that all management and staff in the Home attend and complete an education session, provided by a third party acceptable to the RHRA, addressing financial abuse, including how to identify, respond to, and investigate suspected, witnessed, or alleged financial abuse, power imbalances between staff and residents, indicators and types of financial abuse, the prohibition on borrowing, receiving, or holding residents' money, and the duty to report to the Registrar.

Issued on September 8, 2026.