
ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Main Mostar Retirement LP
o/a Bloom Stouffville
135 Mostar St.
Whitchurch-Stouffville, ON L4A 4X6

ADMINISTRATIVE PENALTY ORDER 2026-T0612-93-01

The Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that Main Mostar Retirement LP (the “Licensee”) operating as Bloom Stouffville (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. 67\(2\) of the Act](#) – The Licensee did not ensure that the Licensee and staff of the Home do not neglect the residents.
- [paragraph 2 of s. 75\(1\) of the Act](#) – A person who has reasonable grounds to suspect neglect of a resident by the Licensee or the staff of the home that results in harm or a risk of harm to the resident did not immediately report the suspicion and the information upon which it was based to the Registrar

BRIEF SUMMARY OF FACTS

A resident was injured by a fall in a common area of the Home. The resident’s post-fall assessment did not comply with the Licensee’s policies and procedures and may have contributed to a delayed transfer to hospital. In addition, the staff who tended to the resident post-fall did not have training in safe lifts and

transfers. The resident later died in hospital, and the matter was not immediately reported to RHRA as required.

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:**
Resident A was injured by a fall in a common area of the Home. Resident A's assessment did not comply with various policies and procedures. The staff who tended to Resident A post-fall did not have training in safe lifts and transfers. There was a nurse on site who could have tended to Resident A post-fall (in accordance with Home policy), but this did not occur. Resident A's transfer to hospital was delayed. The scope of Resident A's injuries was determined in hospital, where she later died. The matter was not immediately reported to RHRA as required. The contravention had a major adverse effect on Resident A. The severity of the impact to Resident A can be classified as "major".
- b) **Mitigation of Contravention:**
Following the incident, the Licensee took corrective action, including providing re-training to its staff, updating its reporting process, and instituting regular connection points between staff and management to address issues and concerns in a coordinated, proactive manner. This is a mitigating factor in determining the quantum amount.
- c) **Previous Contraventions:**
The Licensee has not previously been found non-compliant with the provisions of the Act that resulted in citations, including s. 67(2) of the Act. 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 October 14, 2026.