
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 King Gardens
85 King St E
Mississauga, ON L5A 4G6

COMPLIANCE ORDER NO. 2026-T0422-90-01

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 WC Operating (Ontario-1) LP (the “**Licensee**”) operating as King Gardens (the “**Home**”) comes into compliance and maintains 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:

PLANS OF CARE

62 (10) The licensee shall ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any. 2010, c. 11, s. 62 (10).

PROTECTION AGAINST ABUSE AND NEGLECT

67 (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents. 2010, c. 11, s. 67 (2).

BRIEF SUMMARY OF FACTS

The RHRA conducted an inspection on April 22, 2026, after a mandatory report was submitted by the Home about an incident that occurred on April 11, 2026.

On April 11, 2026, staff did not conduct overnight wellness checks as outlined in a resident's Plan of Care, resulting in the resident being left in an unsafe position for several hours following an unwitnessed fall.

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, the Licensee shall demonstrate to the RHRA that residents who require nightly wellness checks, monitoring, or other care receive such care in accordance with their assessed needs and plans of care.
 - a. The Director of Health and Wellness ("DHW") must audit the Home's documentation related to residents who require nightly wellness checks, monitoring, or other care to ensure that such care is being provided.
 - b. The DHW must submit the results of the monthly audit and a report addressing the completeness and accuracy of the Home's documentation monthly for a period of six (6) months following the date of this Order. The report shall include any identified deficiencies and the corrective actions taken in response.

Issued on October 19, 2026.