
ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

V!VA Retirement Communities Inc.
o/a Meadowlands Retirement Residence
1248 Mohawk Road
Ancaster, ON L9K 1P5

ADMINISTRATIVE PENALTY ORDER 2026-S0032-93-01

The Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and the “RHRA”, respectively) has reasonable grounds to believe that V!VA Retirement Communities Inc. (the “Licensee”) operating as Meadowlands Retirement Residence (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

BRIEF SUMMARY OF FACTS

Due to an error or oversight by Home staff, a resident did not receive certain prescribed medications for several weeks after being discharged from the hospital. The resident’s condition deteriorated, and they were readmitted to the hospital. The resident subsequently recovered and returned to the Home. The Registrar has reasonable grounds to believe that the failure to implement the medication changes resulted in the resident not receiving the care required for their health, safety, and well-being.

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 did not receive prescribed medications for several weeks following admission. While the potential for adverse effect in such a case could be described as “major”, Resident A recovered and returned to the Home. Therefore, the severity of the adverse effect in this case is better described as “moderate.”

b) **Mitigation of Contravention:**

The Licensee promptly reported the incident to the RHRA, conducted an internal investigation, and implemented corrective actions. Specifically, the Licensee implemented a new process for residents admitted or returning from hospital on medication administration (to ensure that medication changes related to hospital discharge are confirmed, independently reviewed, accurately documented, and safely implemented) and conducted re-training on medication reconciliation, pharmacy communication, and eMAR verification, along with a review of additional wellness department protocols to support consistent and collaborative operations. 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. 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. The Registrar is of the view that the quantum of the payment is appropriate given the factors above and in light of the purpose of the administrative penalty to incentivize and encourage compliance now and into the future. It is not intended to be punitive.

Issued on October 21, 2026.