RHRA Retirement Homes Regulatory Authority

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

ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

King Station GP Inc.
o/a Sorrento Retirement Residence
10 Station Road
Bolton, ON L7E 4L3

ADMINISTRATIVE PENALTY ORDER 2026-T0587-93-02

Under section 93 of the *Retirement Homes Act, 2010* (the "Act"), the Registrar of the Retirement Homes Regulatory Authority (the "Registrar" and "RHRA", respectively) may order a person to pay an administrative penalty if the Registrar believes on reasonable grounds that the person has contravened 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:

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

BRIEF SUMMARY OF FACTS

Two inspections were conducted at the Home on December 11, 2025, and January 8, 2026, following reports of alleged financial abuse. The inspections identified concerns relating to behaviour management and administrative charges imposed on a resident, including charges that were not supported by the Licensee's documented policies or procedures.

ADMINISTRATIVE PENALTY FACTORS

The Registrar considered the factors set out at s. 60.1(1) of the Regulation in determining the amount of the Administrative Penalty.

a. **Severity of Adverse Effect / Potential Adverse Effect:**
The resident was subjected to substantial behaviour-related, administrative, and safety-response charges that were not clearly supported by established policies, defined service categories, or transparent consent processes. In addition, approximately $20,000 was withdrawn from the account of a resident's POA without evidence of express authorization or the use of an independent dispute or recovery process. The Licensee's actions caused financial harm to the resident.. The potential adverse effect falls within moderate range.

b. **Mitigation of Contravention:**
The Licensee maintained that the measures implemented were intended to address immediate safety concerns and operational risks arising from a resident's behaviours. However, the evidence did not demonstrate that sufficient corrective measures were implemented to address the concerns identified during the inspections, including the absence of written policies governing behaviour-related charges, the lack of established billing criteria, and deficiencies in consent and notification practices. The Licensee also continued to maintain that the impugned charges were appropriate and authorized despite the identified compliance concerns. As a result, the mitigating effect of the Licensee's response is limited.

c. **Previous Contraventions:**
Prior to these inspections, the Licensee had not previously been found in non-compliance with section 67(1) of the Act.

d. **Economic Benefit:**
The Licensee derived a direct economic benefit through the collection of behaviour-related administrative charges and the withdrawal of approximately $20,000 from the account of Resident A's POA. Although the Licensee characterized these amounts as cost recovery associated with staffing, safety interventions, operational disruptions, and property damage, the investigation identified concerns about the legitimacy, transparency, and authorization of the charges and withdrawal process. This factor supports the imposition of an administrative penalty.

e. **Purpose of Administrative Penalty**:
The administrative penalty is intended to encourage the Licensee to achieve and maintain compliance with the Act and Regulation going forward and to emphasize the importance of ensuring that resident charges and financial practices are lawful, transparent, and properly authorized.

Issued on November 2, 2026