RHRA Retirement Homes Regulatory Authority

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.

Sharbot Lake Retirement Ltd.
o/a Sharbot Lake Retirement
14244 Rd. 38,
Sharbot Lake, ON K0H 2P0

COMPLIANCE ORDER NO. 2026-N0473-90-01

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 require Sharbot Lake Retirement Ltd. (the "**Licensee**") operating as Sharbot Lake Retirement (the "**Home**") to come into compliance and maintain 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 is not in compliance with the following sections of the Regulation:

BEHAVIOUR MANAGEMENT

23 (1) Every licensee of a retirement home shall develop and implement a written behaviour management strategy that includes,

(a) techniques to prevent and address resident behaviours that pose a risk to the resident or others in the home;

(b) strategies for interventions to prevent and address resident behaviours that pose a risk to the resident or others in the home;

(c) strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.

ADMINISTRATION OF DRUGS OR OTHER SUBSTANCES

29 If one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, the licensee shall ensure that,

...

(d) a member of a College, as defined in the *Regulated Health Professions Act, 1991*, or an exempted out of province health professional supervises the administration of the drug or other substance to the resident in the home.

FULL ASSESSMENT OF CARE NEEDS

44 (1) Subject to section 46, no later than 14 days after a resident commences residency in a retirement home, the licensee shall ensure that a full assessment of the resident's care needs and preferences is conducted

(2) The full assessment mentioned in subsection (1) shall consider the following matters with respect to the resident:

1. Physical and mental health.
2. Functional capacity.
3. Cognitive ability.
4. Behavioural issues.
5. Need for care services.
6. Need for assistance with the activities of daily living.
7. The matters listed in subsection 43 (2).
8. Any other matter relevant to developing a plan of care for the resident.

BRIEF SUMMARY OF FACTS

The RHRA conducted an inspection on April 14, 2026, in response to a mandatory report submitted by the Home regarding an incident that commenced on April 3, 2026, and persisted over several days.

The inspection found that the Home lacked sufficient behaviour management strategies to appropriately manage residents' responsive behaviours in the period leading up to the incident. The inspection further identified inadequate oversight of the Home's medication administration program.

REQUIRED ACTION

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

1. Within 30 days from the date of this order, demonstrate to the RHRA that administration of drugs and other substances to residents is supervised by a member of a College, as defined in the Regulated Health Professions Act, 1991, or an exempted out of province health professional, in accordance with section 29(d) of the Regulation.

2. Within 30 days from the date of this Order, Provide the RHRA with proof of medications administration training that was to be completed in July 2026.

3. Within 60 Days from the date of this order, ensure all management and staff of the Home participate in an education session, conducted by a third party acceptable to the RHRA, addressing strategies for identifying behaviour management related concerns. The training must include guidance on developing, implementing, and monitoring appropriate behaviour management strategies, techniques, and interventions.

4. Within 90 days from the date of this Order, and monthly for a period of 12 months, the Licensee shall demonstrate to the RHRA that it has developed, implemented, and is using a written behaviour management strategy that includes techniques, interventions, **and** strategies for monitoring residents to prevent and address resident behaviours that pose a risk to the resident or others in the Home.

Issued on November 4, 2026.