RHRA Retirement Homes Regulatory Authority

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2013-N0198-90-01
Date of Order: June 11, 2013
Licensee: Gibson Holdings (Ontario) Ltd. (the "Licensee")
Retirement Home: Helen Henderson Care Centre (the "Home")
Licence Number: N0198
Order Information: A RHRA inspection on February 7, 2013 found that staff of the Home caused a resident to wear incontinence products even though the resident did not require such products. The Registrar issued a compliance order under section 90 of the *Retirement Homes Act, 2010* (the "Act") to the licensee relating to the licensee's contravention of section 51 of the Act, specifically relating to the failure to respect a resident's right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity. The Registrar ordered the Licensee to prepare a written plan acceptable to the Registrar setting out the measures the Licensee will implement, or has implemented, to prevent neglect or inappropriate care of residents who receive care services, including continence care, from the Licensee or staff of the Home. The plan must include (but not necessarily be limited to) measures to ensure the appropriate assessment of residents, care planning for residents, monitoring of resident care, and training of direct care staff. The plan must set out the implementation date for these measures. The Licensee must submit the plan to the Registrar by July 15, 2013.