RHRA Retirement Homes Regulatory Authority

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2016-N0220-90-01
Date of Order: April 12, 2016
Licensee: 2138658 Ontario Ltd. (the "Licensee")
Retirement Home: Seeley's Bay Retirement Home
Licence Number: N0220
Order Information: The Registrar issued a Compliance Order under section 90 of the *Retirement Homes Act, 2010* (the "Act") to the Licensee. The Registrar believes on reasonable grounds that the Licensee has contravened certain sections of the Act and Ontario Regulation 166/11 under the Act (the "Regulation") These non-compliances pertain to staff training as well as deficiencies in certain policies and procedures required to be maintained by the home including: its medication management policy, its emergency plan, its zero tolerance of abuse and neglect policy, its behaviour management policy and procedures for complaints to the Licensee. Additionally, The Licensee did not comply with the requirements of the Regulation regarding assessments of care needs for its residents. The Registrar has ordered the Licensee to take immediate steps to come into compliance with the requirements of the Act and the Regulation.