
COMPLIANCE ORDER TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

V!VA Retirement Communities Inc.
o/a V!VA Thornhill Woods Retirement Community
9700 Bathurst Street
Vaughan, ON L6A 4V2

COMPLIANCE ORDER NO. 2024-T0256-90-01

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), if the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) believes on reasonable grounds that a licensee has contravened a requirement under the Act the Deputy 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 Deputy Registrar issues this Compliance Order (the “Order”) to ensure V!VA Retirement Communities Inc. (the “Licensee”) operating as V!VA Thornhill Woods Retirement Community (the “Home”) comes into compliance and maintains compliance with the Act.

The Contraventions and Order listed below are followed by the reasons for this Order, and information on the appeal process.

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following sections of the Act:

- Section 65(4) of the Act – failing to ensure that staff receive on-going training.
- Section 67(2) of the Act – failing to ensure that staff of the home do not neglect residents.

BRIEF SUMMARY OF FACTS

On February 21, 2024, an RHRA inspector conducted an inspection at the Home.

A resident reported to an agency nurse that he was feeling unwell. The agency nurse indicated in a note that the resident should be re-assessed, however, the Licensee’s staff did not re-assess or appropriately check on the resident. There was a breakdown in communication between the agency nurse and the care staff and the details of the need to reassess the resident were not made clear. The resident was not checked upon and was found ill and lying on his back on the bathroom floor of his suite the following day.

REQUIRED ACTION

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

1. Within 30 days of the issuance of this Order, provide clarification to the RHRA on how care and medical staff are expected to communicate to other care or medical staff any changes in resident health status and any instructions for monitoring those residents.

The Licensee must demonstrate through written reports to the RHRA that it has complied with the actions set out above. These reports must be submitted by email to enforcement@rhra.ca.

Issued on June 28, 2024.