RHRA Retirement Homes Regulatory Authority

COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Kingsberry Place Ltd.
o/a Kingsberry Place Seniors Residence
1221 Limeridge Road E.
Hamilton, ON L8W 1Y1

COMPLIANCE ORDER NO. 2025-S0123-90-01

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 Kingsberry Place Ltd. (the "Licensee") operating as Kingsberry Place Seniors Residence (the "Home") comes into compliance and maintains compliance with the Act.

CONTRAVENTION

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

- Section 67(2) of the Act – failure to ensure that the Licensee and the staff of the Home do not neglect the residents.
- Section 67(4) of the Act – failure to ensure that the Home's policy on zero tolerance of abuse and neglect of residents was complied with.
- Section 75(1)(paragraph 2) of the Act – failure to report neglect of a resident to the Registrar.

BRIEF SUMMARY OF FACTS

On August 28, 2024, an RHRA inspector conducted an inspection at the Home, following a report that the Home did not appropriately respond to a medical situation involving a resident of the Home.

The resident displayed shortness of breath and difficulty eating and speaking. No regulated health professional assessed the resident, and the resident was not transferred to hospital until

approximately four-and-a-half hours after staff first encountered them in a distressed and unwell condition.

REQUIRED ACTION

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

1. Within 60 days of the date of issuance of this Order, develop a written procedure to address the following: reporting and monitoring protocols for staff who identify a resident with a health concern and for management when notified of a resident's health concern; and develop guidance to staff about when medical assistance should be sought.
2. Within 90 days of the date of issuance of this Order, ensure that management and staff have received training in the written procedure and guidance and provide such proof to the RHRA Compliance Monitor.

All reports and documentation demonstrating compliance with the above-mentioned required actions must be submitted by email to the RHRA's Compliance Monitor at enforcement@rhra.ca.

Issued on February 6, 2025.