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.

Ventas SSL Ontario II Inc.
o/a Sunrise of Burlington
5401 Lakeshore Road
Burlington, ON L7L 6S5

COMPLIANCE ORDER NO. 2025-S0170-90-01

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 Ventas SSL Ontario II Inc. (the "Licensee") operating as Sunrise of Burlington (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(1) - failure to protect residents of the Home from abuse by anyone.
- Section 67(4) - failure to ensure that a written policy to promote zero tolerance of abuse and neglect of residents is complied with.

BRIEF SUMMARY OF FACTS

On February 9, 2025, an RHRA inspector conducted an inspection at the Home, following a report that a member of staff had been abusive towards a resident.

During the inspection, the inspector found that a member of staff provided inappropriate care to a resident.

Staff at the Home reported multiple incidents where the staff member provided improper care to or engaged in verbally and emotionally abusive conduct toward residents. Although the Home's zero tolerance policy requires that all alleged, suspected, or witnessed incidents of abuse or

neglect be reported immediately to management, staff did not consistently follow this policy. Staff reported feeling intimidated about making reports to supervisors. The failure to escalate these concerns prevented appropriate action being taken to address the conduct of the staff member and placed residents at risk.

REQUIRED ACTION

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

1. Within 90 days of the date of issuance of this Order, ensure that all staff in the Home participate in an education session, provided by a third party acceptable to the RHRA, addressing how to identify, report internally and to the RHRA, respond to, and investigate suspected, witnessed, or alleged abuse. The Licensee shall provide proof of training 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 May 1, 2025.