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.

Amica Mature Lifestyles Inc. / Style de Vie Amica Inc.
o/a Amica Thornhill
546 Steeles Avenue W.
Vaughan, ON L4J 1A2

COMPLIANCE ORDER NO. 2025-T0149-90-01

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 Amica Mature Lifestyles Inc. / Style de Vie Amica Inc. (the "Licensee") operating as Amica Thornhill (the "Home") comes into compliance and maintains compliance with the Act and Ontario Regulation 166/11 under the Act (the "Regulation").

CONTRAVENTION

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

- Section 29(b) of the Regulation - failure to ensure that no drug is administered by the licensee or the staff to the resident in the Home except in accordance with the directions for use specified by the person who prescribed the drug for the resident.
- Section 67(2) of the Act – failure to ensure that staff of the Home do not neglect residents.

BRIEF SUMMARY OF FACTS

On February 21, 2025, an RHRA inspector conducted an inspection at the Home.

On three occasions, staff did not administer suppository medication or fleet enemas to a resident in accordance with the directions specified by the prescriber.

Staff did not report the resident's condition to a registered health professional, despite observing signs of distress.

REQUIRED ACTION

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

1. For a period of six months, conduct monthly audits to:
   i. Verify that staff administering medications are doing so in accordance with the prescriber's orders.
   ii. Verify that any monitoring required for the provision of medication (e.g. bowel movements, blood glucose) is completed in accordance with the prescriber's orders.
2. Submit audit reports every two months to the RHRA Compliance Monitor.
3. 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 June 24, 2025.