RHRA Retirement Homes Regulatory Authority

ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 93.

The Royal GP Corporation
o/a Aspira Red Oak Retirement Living
3501 Campeau Drive
Kanata, K2K 0C1

ADMINISTRATIVE PENALTY ORDER 2025-N0190-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the "Deputy Registrar" and the "RHRA", respectively) has reasonable grounds to believe that The Royal GP Corporation (the "Licensee") operating as Aspira Red Oak Retirement Living (the "Home") has contravened sections of the *Retirement Homes Act, 2010* (the "Act") and Ontario Regulation 166/11 (the "Regulation").

The Deputy Registrar issues this Order to Pay an Administrative Penalty under section 93 of the Act to encourage the Licensee to comply with the requirements under the Act and Regulation.

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act and Regulation:

- Section 19(1) of the Regulation – did not ensure that a maintenance program is in place to ensure that the building forming the retirement home, including both interior and exterior areas and its operational systems, are maintained in good repair.
- Section 62(10) of the Act – did not ensure that the care services that the licensee provides to the resident are provided to the resident in accordance with the plan and the prescribed requirements, if any.
- Section 67(2) of the Act – did not ensure that staff of the Home do not neglect residents.

BRIEF SUMMARY OF FACTS

On April 9, 2025, an RHRA inspector conducted an inspection at the Home, following a report that a resident was hospitalized. The inspector determined that staff did not respond appropriately to changes in the resident's condition and the resident's absence from meals. The Licensee also did not maintain the Home's water systems in accordance with its policies, increasing the risk of Legionella bacteria.

ADMINISTRATIVE PENALTY FACTORS

The Deputy Registrar considered the factors contained in subsection 60.1(1) of the Regulation in determining the amount of the Administrative Penalty:

(a) **Severity of Adverse Effect / Potential Adverse Effect:**
The Licensee did not ensure staff responded appropriately to changes in the resident's condition and the resident's absence from meals.

The Licensee did not maintain the Home's water systems in accordance with its policies, increasing the risk of Legionella bacteria.

The potential adverse effect on residents falls into the "major" range.

(b) **Mitigation of Contravention:**
The Licensee has taken steps to mitigate the contraventions, including updating its wellness check procedures. The Licensee removed the water feature, conducted maintenance on its water system, and updated relevant policies relating to water management. The Licensee's corrective actions are a mitigating factor for quantum of penalty.

(c) **Previous Contraventions:**
The Licensee has not previously been cited with neglect or maintenance. This is a mitigating factor for quantum of penalty.

(d) **Economic Benefit:**
The Licensee did not receive any direct economic benefit from this non-compliance, which is a neutral factor.

(e) **Purpose of Administrative Penalty**:
To encourage the Licensee to ensure compliance in the future. The penalty is not intended to be punitive.

Issued on July 25, 2025.