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.

BWC Operating (Ontario-1) LP
o/a Greenway Retirement Village
100 Ken Whillans Drive
Brampton, ON L6V 0A4

ADMINISTRATIVE PENALTY ORDER 2025-T0448-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the "Deputy Registrar" and the "RHRA", respectively) has reasonable grounds to believe that BWC Operating (Ontario-1) LP (the "Licensee") operating as Greenway Retirement Village (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:

- Section 60(4)(paragraph 1) of the Act – did not ensure that an emergency plan that responds to emergencies in the Home meets the prescribed requirements.
- Section 67(2) of the Act – did not ensure that staff of the Home do not neglect residents.

BRIEF SUMMARY OF FACTS

On July 7, 2025, an RHRA inspector conducted an inspection of the Home following a report that a resident was not assessed after being observed bleeding from their arm and head. Staff did not comply with the Home's policies and procedures relating to resident injuries and did not attend to or assess the resident as required, despite being alerted to the injury.

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:**
Resident A sustained serious head injuries, and the delay assessing and providing medical care to Resident A placed him at major risk of harm. The adverse effect falls into the 'major' category.

(b) **Mitigation of Contravention:**
The Licensee has taken steps to mitigate the contravention, including education, training, and enhancing internal compliance protocols. 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. This is a neutral 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 November 3, 2025.