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.

Extendicare (Canada) Inc.
o/a Telfer Place
245 Grand River Street N.
Paris, ON N3L 3V8

COMPLIANCE ORDER NO. 2025-S01984-90-01

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 Extendicare (Canada) Inc. (the "Licensee") operating as Telfer Place (the "Home") comes into compliance and maintains compliance with the Act and Ontario Regulation 166/11 under the Act (the "Regulation").

The Contraventions and Order listed below are followed by the reasons for this Order, and information on the appeal process.

CONTRAVENTION

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

- **Section 62(12)(b) of the Act** – did not ensure that the resident was reassessed and the plan of care reviewed and revised at least every six months or at any other time if, in the opinion of the licensee or the resident, the resident's care needs changed or the care services set out in the plan were no longer necessary.
- **Section 67(2) of the Act** – did not ensure that the licensee and the staff of the home did not neglect the residents.
- **Section 23(1)(c) of the Regulation** – did not develop and/or implement a written behaviour management strategy that included strategies for monitoring residents that have demonstrated behaviours that pose a risk to the resident or others in the home.

- **Section 23(2) of the Regulation** – did not ensure that all staff who provide care services to residents are advised at the beginning of every shift of each resident whose behaviours require heightened monitoring because those behaviours pose a risk to the resident or others in the home.

BRIEF SUMMARY OF FACTS

A resident with a history of exit-seeking behaviour eloped from the Home unnoticed and sustained serious injuries. The Licensee did not implement heightened monitoring for the resident as was required and did not otherwise have in place effective strategies to address and prevent the resident's exit-seeking behaviour. Further, the resident's plan of care was not updated in a timely manner to reflect other responsive behaviours.

REQUIRED ACTION

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

1. Within 90 days of this Order, ensure that all management and staff of the Home who provide direct care to residents participate in a training session related to managing resident behaviours that pose a risk to themselves or others. The training must address identifying exit-seeking behaviours and their potential causes, evaluating and selecting appropriate behaviour management strategies for the resident to prevent and address those behaviours, updating resident plans of care in collaboration with the resident or their substitute decision-maker and relevant care partners, and implementing behaviour management strategies and assessing their effectiveness.

2. After completion of the training session outlined in requirement 1, the Director of Health and Wellness must audit the Home's protocols and documentation related to residents who require heightened monitoring due to behaviours, which may include:
    a. Resident plan of care
    b. Wellness check record
    c. Heightened monitoring form
    d. Staff communication log

The Director of Health and Wellness must create a monthly report addressing completeness, accuracy, and compliance and provide the report to the RHRA Compliance Monitor (enforcement@rhra.ca) monthly or as otherwise required by the RHRA for a period of six months.

Issued on November 4, 2025.