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.

Amica Mature Lifestyles Inc. / Style de Vie Amica Inc.
o/a Amica Bayview Village
15 Barberry Place
North York, Ontario M2K 1G4

ADMINISTRATIVE PENALTY ORDER 2025-T0141-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the "Deputy Registrar" and the "RHRA", respectively) has reasonable grounds to believe that Amica Mature Lifestyles Inc. / Style de Vie Amica Inc. (the "Licensee") operating as Amica Bayview 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 62(12)(b) of the Act – did not ensure that a resident was reassessed and plan of care is reviewed and revised when the resident's care needs changed.
- Section 67(2) of the Act – did not ensure that staff of the Home do not neglect residents.

BRIEF SUMMARY OF FACTS

On July 2, 2025, the RHRA conducted an inspection at the Home following a report of possible resident neglect. The inspector found that staff did not seek timely medical advice or consider whether the resident should return to the hospital in accordance with the resident's hospital discharge instructions when their condition worsened. In addition, the Home did not reassess or update the resident's plan of care following their discharge from the hospital to reflect changes in care needs.

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 Resident A was reassessed and her plan of care was updated following her return from hospital. The Licensee also did not ensure Resident A received timely medical attention for her worsening condition. This inaction delayed necessary medical investigation and potential treatment and exposed Resident A to increased 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 providing education and training to all wellness nurses on their obligation to protect residents from neglect, to properly review and document hospital discharge instructions, and to conduct wellness assessments and care planning, among other corrective measures. The Licensee's corrective actions are a mitigating factor for quantum of penalty.

c) **Previous Contraventions:**
The Licensee was previously cited with failing to prevent neglect in May 2019 and was issued a warning letter.

d) **Economic Benefit:**
The Licensee did not receive any direct economic benefit from this non-compliance, and so this 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 13, 2025