RHRA Retirement Homes Regulatory Authority

55 York Street, Suite 700
Toronto, ON. M5J 1R7

COMPLIANCE ORDER SUMMARY
TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

Ressam Gardens Memory Care Retirement Inc.
o/a Ressam Gardens
1041 West Fifth Street
Hamilton, ON L9B1J5

COMPLIANCE ORDER NO. 2026-S0541-90-01

Under section 90 of the *Retirement Homes Act, 2010* (the "Act"), if the Registrar of the Retirement Homes Regulatory Authority (the "Registrar" and the "RHRA", respectively) believes on reasonable grounds that a licensee has contravened a requirement under the Act the 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 Registrar issues this Compliance Order (the "Order") to ensure Ressam Gardens Memory Care Retirement Inc. (the "Licensee") operating as Ressam Gardens (the "Home") comes into compliance and maintains compliance with the Act and Ontario Regulation 166/11 under the Act (the "Regulation").

CONTRAVENTION

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

- **s. 29(d) of the Regulation** – failing to ensure that, if one of the care services that the licensee or the staff of a retirement home provide to a resident of the home is the administration of a drug or other substance, a member of a College, as defined in the *Regulated Health Professions Act, 1991* ("RHPA"), or an exempted out of province health professional supervises the administration of the drug or other substance to the resident in the home.

BRIEF SUMMARY OF FACTS

An inspection was conducted at the Home on March 23, 2026. The inspector observed that although the administration of drugs or other substances to residents of the Home was a care service offered by the

Licensee, it was not supervised by an individual permitted to do so in accordance with section 29(d) of the Regulation.

REQUIRED ACTION

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

1. Within 30 days of the Order, demonstrate to the RHRA that the administration of drugs and other substances to residents of the Home is supervised by a member of a College, as defined by the RHPA, or an exempted out of province health professional, in accordance with section 29(d) of the Regulation.

Issued on November 20, 2026.