

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2022-T0192-91-01

Date of Order: January 18, 2022

Licensee: Livewell Seniors House Inc. (the "Licensee")

Retirement Home: Dunbar Heights Seniors Living Inc., ON (the "Home")

Licence Number: T0192

Order Information: Pursuant to O. Reg. 240/20 (Management of Retirement Homes in Outbreak), made under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, the Deputy Registrar has made an order under subsection 91(1) ("Management Order") of the Retirement Homes Act, 2010 (the "Act"), requiring a licensee to retain an appointed manager for Dunbar Heights Seniors Living Inc. (the "Home"), as he has determined that there is a risk of harm to residents of the Home related to coronavirus (COVID-19), and at least one resident or staff member has tested positive for COVID-19 in a laboratory test. Pursuant to O. Reg. 240/20, this Order requires Livewell Seniors House Inc. (the "Licensee") to immediately retain In Initiative Inc. (the "Manager") at the Licensee's expense, to manage the operations of the Home.

This Order shall remain in place until the earliest of:

Such time as the Deputy Registrar deems that this Order is no longer necessary; or
O. Reg. 240/20 (Management of Retirement Homes in Outbreak) ceases to apply or is revoked.

The Licensee shall immediately and at the Licensee's expense, retain the Manager to manage all of the operations of the Home, including reporting to the RHRA on the status of the operations of the Home during the outbreak.

The Licensee shall facilitate and assist the Manager in managing the Home and shall not interfere with the Manager in any way.

The Licensee shall defer to the Manager on matters relating to the operation of the Home and shall execute the directions issued to it by the Manager. For greater clarity, this includes executing the Manager's directions regarding staffing the Home.

The Licensee shall immediately and for the duration of this Order:

Provide access to the Home or any part of the Home to the Manager;

- a) Provide the Manager with the resources reasonably required to manage the operations of the Home;
- b) Provide and/or permit access to all documents and/or things deemed relevant by the Manager, including, but not limited to, plans of care, policies and procedures, training manuals, and budgetary and staffing documents;
- c) Implement any and all policies and/or directions in accordance with timelines provided by the Manager;
- d) Ensure staff cooperate with the Manager and follow any policies, instructions, and/or directions provided by the Manager; and,
- e) Upon the direction of the RHRA, provide all communications issued to the Licensee by the RHRA directly to residents, staff, and volunteers of the Home.

Should the RHRA pay any expenses in relation to the Manager, the Licensee shall reimburse the RHRA for any such expenses if requested by the Registrar.