
MANAGEMENT ORDER TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 91.

2396745 Ontario Inc.
o/a Aylmer Retirement Residence
258 Talbot Street
Aylmer, Ontario N5H 1H7

MANAGEMENT ORDER NO.: 2022-S0435-91-01 – AYLMER RETIREMENT RESIDENCE

ORDER SUMMARY

Under section 91 of the Retirement Homes Act, 2010 (the "Act"), the Deputy Registrar of the Retirement Homes Regulatory Authority ("Deputy Registrar" and the "RHRA", respectively) may serve an order on a licensee ordering it to employ or retain one or more persons acceptable to the RHRA to manage or assist in managing all or some of the operations of the home ("Management Order") where the Deputy Registrar believes on reasonable grounds that:

1. The licensee has contravened a requirement under the Act; and,
2. The licensee cannot or will not properly manage the operations of the home or cannot do so without assistance.

This Order requires 2396745 Ontario Inc. (the "Licensee") to employ or retain a Manager (the "Manager"), acceptable to the RHRA and at the Licensee's expense, with the knowledge, skills and judgment necessary to assist the Licensee in managing the operations of Aylmer Retirement Residence (the "Home").

Based on historical and ongoing non-compliance identified during RHRA inspections, the Deputy Registrar has formed reasonable grounds to believe that the Licensee has contravened requirements under the Act and Regulation and that the Licensee requires assistance to properly manage the operations of the Home.

This Order shall remain in place until such time as the Deputy Registrar deems it no longer necessary.

CONTRAVENTIONS

The Deputy Registrar has reasonable grounds to believe that the Licensee has contravened numerous sections of the *Retirement Homes Act, 2010* and Ontario Regulation 166/11 made under the Act (the “Regulation”), including those pertaining to resident plans of care, medication administration and management, staff training, infection prevention and control, and emergency planning.

REQUIRED ACTION

The Licensee shall employ or retain the Manager, acceptable to the RHRA and at the Licensee’s expense, with the knowledge, skills, judgment to assist the Licensee in managing all of the operations of the home including:

- A. Ensuring that resident plans of care are compliant with the Act and Regulation;
- B. Ensuring that all staff of the Home have been and continue to be appropriately trained.
- C. Ensuring there are a sufficient number of staff to appropriately deliver care services to residents of the Home, including establishing a staffing plan in the event of a staffing shortage.
- D. Ensuring that all Home policies are compliant with the Act and Regulation.
- E. Ensuring that the Home’s medication management system is compliant with the Act and Regulation, including that medication administration records are consistent with medication prescriptions and that all prescriptions and physician orders are recorded in residents’ files.
- F. Ensuring that the Home is compliant with respect to emergency planning.
- G. Ensuring that the Home is compliant with respect to infection prevention and control.

The Licensee shall facilitate and assist the Manager in managing the Home, including providing the Manager with the resources deemed by the Manager necessary to complete their tasks, 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, including regarding staffing the Home.

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

- a. Provide access to the Home or any part of the Home to the Manager;
- 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 documents;

- c. Implement all directions in accordance with timelines provided by the Manager;
- d. Instruct staff to cooperate with the Manager and to follow all directions provided by the Manager;
- e. Provide all communications issued to it by the RHRA directly to the Manager, residents, staff, and volunteers of the Home as directed by the RHRA.

The Manager shall make reports to the RHRA outlining the steps that have been taken in relation to the Licensee's implementation of this Order.

Issued on March 18, 2022.