
MANAGEMENT ORDER IN EXTRAORDINARY CIRCUMSTANCES TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 92.1.

2210221 Ontario Corporation
o/a Country Meadows Retirement Residence
6124 Ana Street
Brunner, ON N0K 1C0

MANAGEMENT ORDER IN EXTRAORDINARY CIRCUMSTANCES NO. 2022-T0113-92.1-01

Under section 92.1 of the *Retirement Homes Act, 2010* (the “Act”), the Registrar or 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, at the licensee’s expense, one or more persons acceptable to the Registrar to manage or assist in managing all or some of the operations of the home if:

- a) There are extraordinary circumstances that require immediate action to be taken with respect to a retirement home; and
- b) The Registrar believes on reasonable grounds that the extraordinary circumstances have resulted or may result in harm or risk of harm to one or more residents.

Pursuant to s. 92.1(3), the order may specify the period of time during which the order is in effect and may name a person or persons selected by the Registrar or Deputy Registrar who are to manage or assist in managing all or some of the operations of the retirement home.

The COVID-19 pandemic, and specifically an active outbreak of COVID-19 in the Home with consequent staffing concerns, leadership/management gaps, and concerns around staff training and infection prevention and control practices constitute extraordinary circumstances requiring immediate action. Active cases of COVID-19 positive residents and staff and the potential for further spread of COVID-19 constitute harm and/or risk of harm to residents.

The Registrar issues this Management Order (the “Order”) under section 92.1(2) of the Act, requiring, 2210221 Ontario Corporation (the “Licensee”) to immediately retain a manager (the “Manager”) named by the Registrar or Deputy Registrar at the Licensee’s expense, to manage the operations of Country Meadows Retirement Residence (the “Home”).

This Order shall remain in place until such time as the Registrar or Deputy Registrar deems that the extraordinary circumstances have subsided in the Home or otherwise cease to result in harm or risk of harm to residents in the Home.

REQUIRED ACTION

The Licensee shall immediately and at the Licensee's expense, retain the Manager to manage the operations of the Home.

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, training staff, and implementing the guidance and direction of Public Health.

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 the Manager with the resources reasonably required to manage the operations of the Home;
- c. 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;
- d. Implement any and all policies and/or directions in accordance with timelines provided by the Manager;
- e. Ensure staff cooperate with the Manager and follow any policies, instructions, and/or directions provided by the Manager;
- f. 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; and
- g. Pay in a timely manner any reasonable requests for payment for services the Manager renders.

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.

Issued on May 6, 2022.