
MANAGEMENT ORDER TO BE MADE AVAILABLE IN HOME

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

Dayspring Residence Inc
o/a Dayspring Residence
332787 Plank Line RR 7
Tillsonburg, ON N4G 4H1

MANAGEMENT ORDER NO.: 2022-S0141-91-01

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 Dayspring Residence Inc (the "Licensee") to immediately 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 manage the medication administration, training, storage, and record-keeping, as well as assessments and plans of care at Dayspring Residence (the "Home").

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

CONTRAVENTIONS

The Deputy Registrar has reasonable grounds to believe that the Licensee has contravened the following sections of the Act and Ontario Regulation 166/11 under the Act (the "Regulation"):

- a. Sections 29(a), (c), (d), & (e), sections 30(a) (ii), (b), sections 31(1); sections 32(a) & (b) of the Regulation for failing to:

- i. demonstrate that staff who administer medications to residents in the Home, including the Licensee's, had completed all required training,
 - ii. ensure that a member of a College, as defined by the Regulated Health Professions Act, supervises the administration of medication in the Home,
 - iii. keep current written medication administration records for all medications currently administered to residents in the home, including that past records were not sufficiently maintained as they were not completed daily to demonstrate residents received all prescribed medications,
 - iv. ensure that there were orders on site for all medications administered to residents indicating that they were prescribed by a person authorized to prescribe a drug,
 - v. ensure that the Home's written medication management policies and procedures were aligned with the legislation,
 - vi. ensure that medications were properly locked and secured and that narcotics were double locked as required.
- b. Sections 62(1), (4)(b), (6), and (12)(b) of the Act for failing to ensure that all reviewed plans of care were either fully developed and/or completed and adequately revised to reflect a resident's change in care needs.

REQUIRED ACTION

The Licensee shall immediately employ or retain a 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 medication administration, training, storage, and record-keeping, as well as assessments and plans of care of the home including:

- a. Ensure the Home's medication management system and medication records are audited and 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;
- b. Ensuring that staff of the Home administer medication and other substances in a manner that is fully compliant with the Act and Regulation;
- c. Ensuring all staff of the Home, including the Licensee, are appropriately trained to administer medication to residents;

- d. At least once every two weeks, audit the Home's medication storage and administration practices and procedures, medication management system, and medication records to ensure compliance,
- e. Ensuring that resident plans of care are compliant with the Act and Regulation; and
- f. Report to the RHRA on the progress and status of the above as requested by the RHRA.

The Licensee shall facilitate and assist the Manager in managing these aspects of the Home and shall not interfere with the Manager's ability to do so 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.

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

- a. 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;
- b. Implement all directions in accordance with timelines provided by the Manager;
- c. Instruct staff to cooperate with the Manager and to follow all directions provided by the Manager;
- d. 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.

Issued on May 20, 2022.