
MANAGEMENT ORDER TO BE MADE AVAILABLE IN HOME

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

2652366 Ontario Inc.
o/a Adair Place Retirement Residence
462 Adair Road
Tamworth, ON K0K 3G0

MANAGEMENT ORDER NO.: 2022-N0489-91-01

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.

Based on historical and ongoing non-compliance identified during RHRA inspections, the Deputy Registrar has formed reasonable grounds to believe that 2652366 Ontario Inc. (the "Licensee") has contravened requirements under the Act and Regulation and that the Licensee requires assistance to properly manage the operations of Adair Place Retirement Residence (the "Home").

This Order requires the Licensee to immediately employ or retain a Consultant (the "Consultant"), acceptable to the RHRA and at the Licensee's expense, with the knowledge, skills, experience, and judgment necessary to consult on and direct management and operations at 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 sections of the *Retirement Homes Act, 2010* and Ontario Regulation 166/11 made under the Act (the "Regulation") pertaining to conditions imposed on its licence, resident plans of care, zero tolerance of abuse and neglect policy, hazardous substances, behaviour management, emergency planning, infection prevention and control, medication administration regarding storage, staff training, and documentation.

REQUIRED ACTION

1. The Licensee shall immediately employ or retain a Consultant, acceptable to the RHRA and at the Licensee's expense, with the knowledge, skills, experience, and judgement necessary to audit and direct all operations of the Home. The Licensee must:
 - a) Ensure the Consultant attends the Home at a minimum of once a month to complete an audit of the compliance of the operations of the entire Home;
 - b) Ensure that the Consultant reports the results of this monthly audit to the RHRA; and,
 - c) Ensure that the Consultant develops plans to fix gaps in compliance, reports plans to the RHRA monthly, and works with the Director of Care (or equivalent role) of the Home to implement plans.
2. The Licensee shall facilitate and assist the Consultant in auditing and directing operations on these aspects of the Home and shall not interfere with the Consultant's ability to do so in any way.
3. The Licensee shall defer to the Consultant on matters relating to the operation of the Home and shall implement the plans for compliance issued to it by the Consultant in a timely fashion.
4. 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 Consultant, including, but not limited to, plans of care, policies and procedures, training manuals, and budgetary documents;
 - b. Instruct staff to cooperate with the Consultant; and,
 - c. Provide all communications issued to it by the RHRA to the Consultant.
5. While this person can be the same individual as hired by the Licensee pursuant to the conditions on the Licence, the requirements of the Management Order are additional to the conditions on the licence.

Issued on November 29, 2022.