
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.

2615412 Ontario Inc.
o/a Park Street Place
650 Park Street
Dresden, ON N0P 1M0

MANAGEMENT ORDER NO.: 2023-S0447-92.1-01 – PARK STREET PLACE

ORDER SUMMARY

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, as set out in the regulations, 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.

The Deputy Registrar issues this Management Order (the “Order”) under section 92.1(2) of the Act, requiring, 2615412 Ontario Inc. (the “Licensee”) to immediately retain a Manager, (the “Manager”) at the Licensee’s expense, to manage all the operations of Park Street Place (the “Home”).

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

GROUNDINGS FOR THE ORDER

The Deputy Registrar has reasonable grounds to believe that extraordinary circumstances exist in the Home that require immediate action as set out in section 60.01, paragraph 3 of Ontario Regulation 166/11 (the “Regulation”) made under the Act, pertaining to staff shortages that rose to a critical level. The Deputy Register also has reasonable grounds to believe that the extraordinary circumstances have resulted or may result in harm or a risk of harm to one or more residents.

REQUIRED ACTION

The Licensee shall immediately and at the Licensee's expense, retain the Manager to manage all 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 appropriately.

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

- a. By September 26, 2023, and on the first business day of each week for the duration of this Order, provide the Manager with a down payment in the amount of one week's worth of the Manager's fees;
- b. Provide access to the Home or any part of the Home to the Manager;
- c. Provide the Manager with the resources reasonably required to manage the operations of the Home, including to ensure appropriate staffing;
- d. 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;
- e. Implement any and all policies and/or directions in accordance with timelines provided by the Manager;
- f. Ensure that the Manager reports to and communicates with the RHRA at the RHRA's request;
- g. Ensure staff cooperate with the Manager and follow any policies, instructions, and/or directions provided by the Manager; and,
- h. 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.

Issued on September 25, 2023