
SUMMARY OF COMPLIANCE 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.

2652366 Ontario Inc.
re Stone Mills Estates Retirement Home
462 Adair Road,
Tamworth, ON K0K 3G0

COMPLIANCE ORDER NO.: 2023-N0489-92.1-01 STONE MILLS ESTATES RETIREMENT HOME

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 the licensee of the retirement home to do something 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 Compliance Order (the “Order”) under section 92.1(4) of the Act, requiring, 2652366 Ontario Inc. (the “Licensee”) to immediately ensure that appropriate staffing is in place such that all resident care needs are met at Stone Mills Estates Retirement Home (the “Home”).

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

GROUND 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 Registrar 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 for the duration of this Order and at the Licensee's expense:

- a. Ensure that there is, at all times, an appropriate level of staffing maintained in the Home, such level to be determined by the Manager of the Home, Keri Horvat, ("the Manager") sufficient to ensure that resident care needs are met; and,
- b. Ensure that all staff in the Home are appropriately trained in order to provide the appropriate levels of care to all residents.

Issued on October 25, 2023