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## MANAGEMENT ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

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Huronia Retirement Homes Inc.  
o/a Bayview Retirement Home  
175 Walnut Street  
Waubauskene, ON L0K 2C0

### MANAGEMENT ORDER NO.: 2024-N0449-91-01 – BAYVIEW RETIREMENT HOME

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 Huronia Retirement Homes 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, experience, and judgment necessary to direct management and operations at Bayview Retirement Home (the "Home").

Based on historical and ongoing non-compliance identified during RHRA inspections, the Deputy Registrar has formed reasonable grounds to believe that the Licensee has contravened requirements under the Act and Regulation and that the Licensee requires assistance to properly manage the operations of 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 numerous sections of the *Retirement Homes Act, 2010* and Ontario Regulation 166/11 made under the Act (the "Regulation"), including those pertaining to resident plans of care, medication administration, staff training, infection prevention and control, behaviour management,

hazardous substances requirements, emergency planning and requirements for provision of a meal.

## **REQUIRED ACTION**

1. The Licensee shall immediately employ or retain a Manager, 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 Manager attends the Home to conduct a review of the Home's operations and develops a plan to assist in achieving and maintaining compliance, which plan is to be submitted to the RHRA Compliance Monitor.
  - b. at a minimum of once a month, the Manager must complete a compliance audit of the operations of the entire Home;
  - c. ensure that the Manager provides monthly progress reports to the RHRA and works with the Director of Care (or equivalent role) of the Home to implement plans to achieve and maintain compliance.
2. After the Manager has conducted an audit of the Home's operations, the RHRA Compliance Monitor will determine how frequently the manager is required to be physically present in the Home.
3. The Licensee shall facilitate and assist the Manager in auditing and directing the operations of the Home and shall not interfere with the Manager's ability to do so in any way.
4. The Licensee shall defer to the Manager on matters relating to the operation of the Home and shall implement the plans for compliance issued to it by the Manager in a timely fashion.
5. 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. Instruct staff to cooperate with the Manager; and,
  - c. Provide all communications issued to it by the RHRA to the Manager .

**Issued on January 3, 2024**