
MANAGEMENT ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

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

Alavida Lifestyles
o/a Les Promenades
110 Rossignol Crescent
Orleans, ON K4A 0N2

MANAGEMENT ORDER NO. 2025-N0143-91-01

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 Alavida Lifestyles (the "Licensee") to, 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 all of the operations at Les Promenades (the "Home").

Based on the contraventions identified in this Order, the Licensee's history of repeated non-compliance, and the Licensee's demonstrated inability to achieve and maintain compliance, the Deputy Registrar has reasonable grounds to believe that the Licensee cannot or will not properly manage the operations of the Home without assistance.

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

CONTRAVENTION

- Sections 14(1)(2)(3)(b)(5), 27(9) of the Regulation & 65(2)(a-h) of the Act – did not ensure that all staff who work in the Home receive the required training.
- Section 23(1)(a-c) of the Regulation – did not develop and implement a written behaviour management strategy.
- Section 62(9)(paragraph 1) of the Act – did not ensure that each resident plan of care is approved by the resident or the substitute decision-maker.

- Section 62(11)(paragraph 1) of the Act – did not ensure that the provision of care services are set out in plans of care.
- Section 62(12)(b) of the Act – did not ensure that residents are reassessed and the plan of care viewed and revised at least every six months and at any other time if the resident's care needs change.
- Sections 65(4)(5)(paragraph 3 & 4) & 66(1) of the Act - did not ensure that all staff and volunteers who work in the Home receive the required training.
- Section 67(1) of the Act – did not protect residents from abuse.
- Sections 67(4) and 74(a)(i) of the Act – did not ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and that the policy is complied with. Also did not ensure that every alleged, suspected or witnessed abuse is immediately investigated.
- Section 68(2) of the Act – confined a resident of the Home.
- Sections 69(1) & 69(2)(a)(b)(c)(i)(e)(f) of the Act – Did not follow the requirements for the use of a personal assistance service device, and permitted the use of a personal assistance service device without ensuring it was for the purpose of assisting the resident with a routine activity of living.

REQUIRED ACTION

1. The Licensee shall employ or retain the Manager, acceptable to the RHRA and at the Licensee's expense, with the knowledge, skills, judgment to assist the Licensee in managing all of the operations of the Home and implementing the Compliance Order No. 2025-N0143-90-01 requirements issued to the Licensee on August 21, 2025:
 1. Within 30 days of this Order, conduct an audit to verify that a behaviour management strategy is in place and implemented for all residents with behaviours that pose a risk of harm to themselves or others and submit the results to the RHRA.
 2. Within 30 days of this Order, conduct an audit of all residents with a personal assistance services device in use to confirm compliance with all applicable legislative requirements.
 3. Within 45 days of this Order, ensure that all staff and volunteers at the Home complete all required mandatory training.
 4. Within 90 days of this order, conduct an audit of all resident plans of care to ensure each resident has been appropriately assessed and that their care plans comply with the requirements of the Act and Regulation and submit the results to the RHRA.
 5. Within 90 days of this Order, ensure that all management and direct care staff participate in an education session, provided by a third party acceptable to the RHRA, relating to identifying, preventing, and addressing behaviours that pose a risk of harm to the resident or others in the Home.

6. Within 90 days of this Order, ensure that all management and staff of the Home who provide direct care to residents participate in an education session, provided by a third party acceptable to the RHRA related to how to investigate and respond to suspected, witnessed or alleged incidents of abuse.
2. The Licensee shall facilitate and assist the Manager in managing the Home, including providing the Manager with the resources deemed by the Manager necessary to complete their tasks, and shall not interfere with the Manager in any way.
3. 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, including regarding staffing the Home.
4. The Licensee shall immediately and for the duration of this Order:
 - a. Provide access to the Home or any part of the Home to the Manager;
 - b. 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;
 - c. Implement all directions in accordance with timelines provided by the Manager;
 - d. Instruct staff to cooperate with the Manager and to follow all directions provided by the Manager; and
 - e. Provide all communications issued to it by the RHRA directly to the Manager.

All reports and documentation demonstrating compliance with the above-mentioned required actions must be submitted by email to the RHRA's Compliance Monitor at enforcement@rhra.ca.

Issued on August 21, 2025