

Checklist and General Instructions

New Operation Licence Application – Form 1

Instructions

To assist you with your application, please review the [Applicant Guide](#) before completing this form. The Guide contains helpful information about fees, which supporting documents you will need, as well as descriptions of defined terms.

Once completed, please print, sign and submit all originals by mail no later than six weeks prior to the occupancy date of the retirement home. The RHRA accepts original documents only. Faxed or electronic documents will not be accepted. The RHRA may contact the Applicant to request more information or supporting documents.

Applications received **less than six weeks prior to the occupancy date** of the retirement home must be reviewed on an expedited basis and will be subject to a fee. Failure to submit this form by the deadline may result in a delay in issuing a licence.

Use this page as a checklist to ensure that all required documents are submitted at this stage of the application form process. You must submit the following before the RHRA can process your application:

Application Form 1

- You must answer **all applicable questions**. If a question does not apply, **print “N/A.”**
- Attach all relevant supporting documentation (e.g. Extra Expense Insurance).

Application Fee

- Current licence application fees are set out in the RHRA's [Fee Schedule](#).
- Do not send cash by mail. Make a cheque or money order payable to **“Retirement Homes Regulatory Authority.” Do not post-date cheques or money orders.**
- All fees are non-refundable. The RHRA will not begin to process an application before receiving all application fees. A \$50 processing fee for NSF (non-sufficient funds) cheques will apply.
- The Applicant's name must be clearly legible on the cheque or money order. If the name is not pre-printed on the cheque or money order, write it on the front of the cheque.

Personal History Reports – Form 2A and 2B

- Refer to the instructions in this form and in the [Applicant Guide](#) to determine the persons associated with the Applicant who must submit a Personal History Report.

Additional Documents

- Refer to page nine for a list of additional documents that must be submitted with the application.

Date	Received by
	Application No.

New Operation (and Homes operating without a Licence) Application – Form 1

Retirement Home Information

Operating name of existing home: _____

What is the expected occupancy date? (yyyy/mm/dd): _____

What official language does the retirement home use for its daily operations? English French Other

If "Other", please specify: _____

What is the preferred language of communication with the RHRA? English French

Retirement Home Address (physical address of the home)

Street Number and Name (P.O. Box and RR# if applicable): _____

City, Town or Village:	Province:	Postal Code:
Phone Number:	Fax Number:	

Website for the retirement home (e.g. www.rhra.ca): _____

Email address of the retirement home: _____

Applicant Information

Applicant's Full Legal Name: _____

*The person, individuals or corporation who owns or controls the business operating the home is the **Applicant**.*

Primary Contact Person for the Applicant

Please designate a **Primary Contact Person for the Applicant**.

Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
Title/Role: _____			
Email Address: _____			
Phone Number:	Fax Number:		

Mailing Address of the Applicant

Same as home address above. If different, complete the section below

Street Number:	Street Name (P.O. Box and RR#, if applicable):	Unit #
City, Town or Village:		Postal Code:
Province/State:	Country:	
Phone Number:	Fax Number:	

Ownership Structure of Applicant (Purchaser)

Select only ONE ownership type (A, B or C) and complete only the section that applies.

A. Sole Proprietorship The business is owned by one person, NOT an incorporated business.

Owner's Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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Business Name of Sole Proprietorship, if any: _____

Persons with a Controlling Interest in the Applicant Sole Proprietorship

List the full legal name(s) of any other person(s) (including a spouse, relative, corporation or partnership) having the ability to direct the management and policies of the Applicant. These person(s) have a "controlling interest" in the Applicant and their names will appear on the RHRA Public Register. Attach additional pages, if necessary.

Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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NOTE: A Personal History Report (Form 2A or 2B) must be completed by the sole proprietor and all persons with a "controlling interest" in the sole proprietorship, if any.

B. Corporation The business/not-for-profit organization is incorporated.

Not-for-profit Corporation

Name of Corporation

Name as per Articles of Incorporation or Letters Patent: _____

Corporation Number: _____

Operating Name of Corporation (if different from above): _____

Date of Incorporation (yyyy/mm/dd): _____

Jurisdiction of Incorporation

Ontario Federal Other Province Other

If 'Other' or 'Other Province', specify: _____

NOTE: For any corporation incorporated outside of Canada, submit proof of authorization under the *Extra-Provincial Corporations Act of Ontario*

Directors and Officers of Applicant Corporation

List the full legal name(s) of all Officers and Directors of the Corporation. Attach additional pages, if necessary.

Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
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Persons with a Controlling Interest in the Applicant Corporation

List the full legal name(s) of all person(s) who, either alone or with associates*, own more than 50% of voting shares of the Corporation sufficient to elect a majority of the Corporation’s Board of Directors. These person(s) have a “controlling interest” in the Applicant and their names will appear on the RHRA Public Register. Attach additional pages, if necessary.

A person is an associate of another person if (a) one person is a corporation of which another person is a director or officer; (b) one person is a corporation that is controlled directly or indirectly by another person; and (c) both persons are members of the same voting trust relating to shares of the Corporation.

Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:

Corporate Name (if applicable): _____

Corporate Name (if applicable): _____

NOTE: A Personal History Report (Form 2A or 2B) must be completed by every director and officer of the Corporation and all persons with a “controlling interest” in the Corporation.

C. Partnership† The business is owned by two or more partners who carry on business together.

Partners

Name of the Partnership: _____

If it is a Limited Partnership, please identify General Partner: _____

List the full legal name(s) of all partners. Attach additional pages, if necessary.

Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:

Corporate Name (if applicable): _____

Corporate Name (if applicable): _____

Persons with a Controlling Interest in the Applicant Partnership

List the full legal name(s) of any person (including a partner of the partnership, spouse, relative, corporation or partnership) having the ability to direct the management and policies of the home. These persons have a “controlling interest” in the Applicant and their names will appear on the RHRA Public Register. Attach additional pages, if necessary.

Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:
Last Name:	First Name:	Middle Initial:	Mr./Ms./Mrs./Dr.:

Corporate Name (if applicable): _____

Corporate Name (if applicable): _____

NOTE: A Personal History Report (Form 2A or 2B) must be completed by each partner, as well as all persons with a “controlling interest” in the Partnership.

Previous Retirement Home Sector Experience

Applicants must indicate their history and demonstrate their experience in the retirement home and related sectors.

Are you an existing licensee? Yes No

If yes, please provide a licence number of a retirement home under your control: _____

If no, please tell us your experience in the retirement home, long-term care home, health care, hospitality or human services sector in Ontario or another jurisdiction. **Please attach a separate letter outlining this experience.**

Home Administration / Management

A. Who will manage the day-to-day operations or most of the operations of the home?

The name of this person or individual will be posted on the RHRA Public Register.

- The Applicant
- A staff* member, including a contract employee of the Applicant (Complete section B)
- Management Company (Complete sections B and C)

B. Contact information (for the staff member, or person at the Management Company, who will be responsible for managing the operations or most of the operations of the home)

Last Name: _____ First Name: _____ Middle Initial: _____ Mr./Ms./Mrs./Dr.: _____

Role/Title: _____

Professional Qualifications, if any: _____

Email Address: _____ Phone Number: _____

C. Management Company Information

Legal Name of Business: _____

Operating Name (if different from Legal Name): _____

Do you manage an existing licensee? Yes No

If yes, please provide one licence number of a retirement home that the management company currently manages: _____

If no, please tell us the management company's experience in the retirement home, long-term care home, health care, hospitality or human services sector in Ontario or another jurisdiction. Please attach a separate letter.

Home and Care Services* Information

Number of Living Quarters and Residents

Indicate the total number of suites used as living quarters for one or more residents, regardless of occupancy. Suites include rentable portions of suites or ward-type accommodation, but do not include common or staff member areas:

Suites are rental units, for example private or bachelor units, or one- or two-bedroom suites. Suites include portions or divisions of a unit that are rented to multiple residents, for example semi-private or ward-type accommodation.

Total Number of suites (do not include subsidized suites): _____ Number of subsidized suites (if applicable): _____

Total number of residents the home can accommodate (capacity): _____

Sprinkler Information

Retirement homes licensed under the Retirement Homes Act, 2010 are required to be equipped with automatic sprinklers by January 1, 2019.

Please check the following fully automatic sprinklered areas in your home:

All Resident Suites: Yes No Some

If you ticked **No** or **Some** above, do you have a contract in place to complete automatic sprinkler retrofitting in the home?

Yes No

What is the start date of the retrofit?

What is the anticipated completion date of the retrofit?

If you do not have a contract in place to complete automatic sprinkler retrofitting in the home, what is your plan regarding the sprinkler requirements?

Care Services

Indicate the care services the retirement home will make available directly[†] or indirectly[†] to residents (check all that apply).

- | | |
|--|--|
| <input type="checkbox"/> Assistance with bathing | <input type="checkbox"/> Dementia care programs |
| <input type="checkbox"/> Assistance with ambulation | <input type="checkbox"/> Any service that a member of the Ontario College of Pharmacists provides while engaging in the practice of pharmacy |
| <input type="checkbox"/> Continence care | <input type="checkbox"/> Any service that a member of the College of Physicians and Surgeons provides while engaging in the practice of medicine |
| <input type="checkbox"/> Provision of a meal | <input type="checkbox"/> Any service that a member of the College of Nurses of Ontario provides while engaging in the practice of nursing |
| <input type="checkbox"/> Assistance with dressing | |
| <input type="checkbox"/> Assistance with feeding | |
| <input type="checkbox"/> Assistance with personal hygiene | |
| <input type="checkbox"/> Skin and wound care programs | |
| <input type="checkbox"/> Administration of a drug or another substance | |

Please complete this table:

Care Type	Name and Position of staff who will be overseeing / responsible for the following areas (e.g. Jane Doe, Director of Care)	Affiliate College (e.g. College of Nurses of Ontario)
Administration of a drug and medication management (if applicable)		
Skin and wound care (if applicable)		
Dementia care program (if applicable)		
Assessment and plan of care		

Disclosure of Non-Arm's Length Relationships

Attach additional pages, if necessary.

Non-arm's length relationships are the following: (a) spousal or family relationships (spouse, parent, sibling, child or another relative sharing the residence of the Applicant), (b) corporate relationships (the person/Applicant is a partner, director or officer of the Applicant/person), or (c) relationships of corporate control (the person is a parent/controlling/controlled corporation of the Applicant).

Name of care service provider	Care services provided / intended to be provided	Relationship to the Applicant

Other (specify): _____

Public Health

Has the applicant been subject to any orders, tickets, or charges under the *Health Protection and Promotion Act, 1990*?

Yes No

If yes, provide the following details (a) copies of the orders, tickets, or charges; (b) the current status of the orders, tickets, or charges:

Fire

Has the applicant been subject to any orders, tickets, or charges under the *Fire Protection and Prevention Act, 1997*?

Yes No

If yes, provide the following details (a) copies of the orders, tickets, or charges; (b) the current status of the orders, tickets, or charges:

Notice

The RHRA is collecting and using the information on this form pursuant to the *Retirement Homes Act, 2010*, including its regulations. The RHRA is gathering the information to determine eligibility for a retirement home licence and to assist the RHRA in administering the Act. To complete or verify the information, it may be necessary for the RHRA to request and receive additional information from other sources, including provincial or municipal government departments and agencies, licensing and regulatory bodies, and law enforcement agencies. The RHRA will collect, use and disclose the information in accordance with its Privacy and Access Code and the *Retirement Homes Act, 2010*, which requires the RHRA to keep confidential information it obtains in administering the *Retirement Homes Act, 2010*, unless a specific exception in the Act applies. A copy of the RHRA Privacy and Access Code is available at www.rhra.ca. If you have questions relating to the collection and disclosure of information, please contact:

RHRA's Chief Privacy Officer
55 York Street, Suite 700
Toronto, ON M5J 1R7
Telephone 1-855-ASK-RHRA (1-855-275-7472)

Applicant Signature

If the Applicant is a sole proprietor, he/she must sign below. If the Applicant is a corporation, an authorized officer of the Applicant must sign below. If the Applicant is a partnership, a partner with the authority to bind the partnership must sign below.

I have read and understand the above notice. I hereby consent on behalf of the applicant to the direct or indirect collection, use and disclosure of information by the RHRA in accordance with the *Retirement Homes Act, 2010* and as the above notice describes.

I declare that the information in this application and in the documents and materials accompanying it, to the best of my knowledge, is accurate and complete.

Full Name	Signature
Position Title	Date

Additional documents to be submitted with Applications

New Operation Application:

1. A copy of the home's **Fire Safety Plan** (proof of the approved plan and, if unavailable at the time of application, the draft fire safety plan and proof of submission from the local fire department showing steps towards compliance)
2. Documentation confirming that sprinklers are installed and operational (i.e. Contractor's Material Test Certificate).
3. A copy of a **Food Handling Certificate** for at least one person involved in food preparation (only if the home provides meals to the residents)
4. Evidence of **Extra Expense Insurance**
5. **Municipal Licence** (if any)
6. **Pre-opening Public Health Inspection Report**
7. The Home's full **Information Package** as required under s. 54 of the Retirement Homes Act ("the Act")¹
8. The Home's **Procedure for Complaints** as required under s.73 of the Act¹
9. The Home's **Emergency Plan** as required under s. 60 (4) 1 of the Act¹
10. The Home's **Policy to Promote Zero Tolerance of Abuse and Neglect** as required under s. 67(4) of the Act¹
11. Letter and/or CV/Resume outlining **previous experience of Applicant**
12. Letter outlining **previous sector experience of Management Company** (if any)
13. **Occupancy Permit**
14. Documentation confirming that the home is **zoned** in an area that permits the use of a retirement home

¹ If the applicant home intends on using policies that were previously submitted with an RHRA licensing application and deemed sufficient by the RHRA, the applicant does not need to submit the policies with any subsequent applications. If you are unsure whether you need to submit your policies, please contact the RHRA.