RHRA Retirement Homes Regulatory Authority

SUMMARY OF COMPLIANCE ORDER IN EXTRAORDINARY CIRCUMSTANCESTO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 92.1.

Bonnie Manor Inc.
o/a Bonnie Manor
543 Gough Street
Lucknow ON N0G 2H0

COMPLIANCE ORDER IN EXTRAORDINARY CIRCUMSTANCES NO. 2025-S01339-92.1-01

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 Bonnie Manor Inc. (the "Licensee") to immediately ensure that appropriate staffing is in place such that all resident care needs are met at Bonnie Manor (the "Home").

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

REASONS FOR THE ORDER

The Home is experiencing a critical staffing shortage, with no staff scheduled to be in the Home to provide care to residents in the coming days. 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 rises 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

Pursuant to section 92.1(4) of the Act, the Deputy Registrar orders the Licensee to immediately comply with the following:

1. The Licensee shall immediately and for the duration of this Order and at the Licensee's expense:

    a. Ensure that at all times, an appropriate level of qualified and trained staff is maintained at the Home, sufficient to ensure that resident care needs are being met.
    b. Provide reports, including any requested documentation, to the RHRA as requested on actual and projected staffing levels, risks of staffing shortages, contingency planning, and payments made to staff.

Issued on October 31, 2025