

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: April 1, 2026
Inspection Number: 2026-1128-0001
Inspection Type: Proactive Compliance Inspection
Licensee: Mariann Nursing Home and Residence
Long Term Care Home and City: Mariann Home, Richmond Hill

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: March 26 - 27, 31, 2026 and April 1, 2026.

The following intake was inspected:
An intake related to a Proactive Compliance Inspection Generator Initiative.

The following **Inspection Protocols** were used during this inspection:

Safe and Secure Home

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Generators.

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 22 (1)

Generators

s. 22 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that the home is served by a generator that is available at all times and that has the capacity to maintain, in the event of a power outage,

- (a) the heating system;
- (b) emergency lighting in hallways, corridors, stairways and exits; and
- (c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to

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store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment. O. Reg. 246/22, s. 22 (1); O. Reg. 66/23, s. 2.

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with [FLTCA, 2021, s. 155 (1) (b)]:

The Licensee shall prepare, submit, and implement a plan to ensure that a functioning generator is onsite and can maintain all essential services outlined in the legislation.

The plan shall include but is not limited to:

- Confirmation of a signed contract with a service provider (name, contact information) for generator installation by licensed electricians (with current ESA Certificate) that sets out the service expectations for the generator once installed; and
- Ensuring the purchased generator will have the capacity to maintain, in the event of a power outage, the home's heating system, emergency lighting in hallways, corridors, stairways and exits, essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment; and
- Timeline for installation of a transfer switch to accommodate the generator and the name of the licensed electrician (with current ESA Certificate) or company that will conduct the installation; and
- Description of where the generator will be installed (location) and how the services will be connected; and
- A description of the generator phased-in implementation process that outlines the acquiring and installation of a generator which can support all essential services as identified under s. 22 (1) (a), (b) and (c) of O. Reg. 246/22, including implementation start and end dates for each phase, expected timelines for project completion, expected order and delivery timelines of required equipment; and

Please submit the written plan for achieving compliance for inspection 2026_1128_0001 to MLTC by June 1, 2026.

Please ensure that the submitted written plan does not contain any Personal Information (PI)/Personal Health Information (PHI).

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Grounds

As per the Memorandum to Long-Term Care Home Licensees dated January 30, 2026, all homes must be served by a generator that is always available on-site, regardless of the home's bed classification.

Rationale and Summary

A Proactive Compliance Inspection (PCI) was conducted and found the home was not served by an onsite generator that would maintain all required essential services as identified in the legislation at the time of inspection.

The Administrator confirmed there was no generator onsite and stated they were aware of the requirement for the home.

While there was no power outage during inspection, the home would temporarily lose essential services should there be a power loss in the home.

Sources: home's business contract, tour of the home, and interview with the Administrator.

This order must be complied with by December 1, 2026

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

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If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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