
COMPLIANCE ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 90.

Schlegel Villages Inc.
o/a The Village of Taunton Mills
3800 Brock Street N.
Whitby, ON L1R 3A5

COMPLIANCE ORDER NO. 2024-T0132-90-01– THE VILLAGE OF TAUNTON MILLS

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), if the Deputy Registrar of the Retirement Homes Regulatory Authority (the “Deputy Registrar” and the “RHRA”, respectively) believes on reasonable grounds that a licensee has contravened a requirement under the Act the Deputy Registrar may serve an order on a licensee ordering it to refrain from doing something, or to do something, for the purpose of ending the contravention and achieving compliance, ensuring that the contravention is not repeated, and that compliance is maintained. The Deputy Registrar issues this Compliance Order (the “Order”) to ensure Schlegel Villages Inc. (the “Licensee”) operating as The Village of Taunton Mills (the “Home”) comes into compliance and maintains compliance with the Act and Ontario Regulation 166/11 under the Act (the “Regulation”).

The Contraventions and Order listed below are followed by the reasons for this Order, and information on the appeal process.

CONTRAVENTIONS

The Deputy Registrar has reasonable grounds to believe that the Licensee failed to comply with the following section of the Regulation:

- Section 29(b) of the Regulation in relation to the Licensee’s failure to administer a medication in accordance with the directions for use specified by a physician.

BRIEF SUMMARY OF FACTS

The RHRA conducted a mandatory report inspection of the Home on September 29, 2023, resulting in, among other citations, a finding of non-compliance relating to the Licensee’s failure to administer a medication in accordance with the directions for use specified by a resident’s prescribing physician. Staff of the Home administered the incorrect dosage of a medication to a resident for several days. The Licensee was also unable to demonstrate that its staff followed the prescriber’s instructions with respect to monitoring the resident.

REQUIRED ACTION

Pursuant to section 90 of the Act, the Deputy Registrar orders the Licensee to immediately comply with the following:

1. Within 30 days, initiate an audit to ensure all necessary information pertaining to time-sensitive resident care needs are shared between staff during shift changes to ensure that staff beginning their shift, including external care providers, are fully aware of all resident care activities that must be completed during their shift, including medication orders that require follow up.
2. Within 60 days, report the results of the audit set out in requirement 1 to the RHRA Compliance Monitor, including any changes or areas of improvement that have been instituted to ensure proper communication between staff during shift changes.
3. Within 90 days, conduct an audit to ensure all prescriber's orders are being followed by staff, including directions to monitor residents' health status in relation to medication administration.
4. The Licensee must demonstrate through written reports to the RHRA that it has complied with actions 1-3 set out above. The Licensee must submit these ongoing reports at such regularity as is determined by the RHRA Compliance Monitor.

Issued on April 15, 2024.