
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. 2025-T0132-90-01

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 require Schlegel Villages Inc. (the “Licensee”) operating as The Village of Taunton Mills (the “Home”) to come into and maintain compliance with the Act.

CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee is not in compliance with the following section of the Act:

- Section 65(2)(i) - did not ensure that all staff had received the required training.

BRIEF SUMMARY OF FACTS

On February 12, 2025, an RHRA inspector conducted an inspection in response to a report of a resident wandering and exiting the Home during the night without staff’s knowledge. The inspector found that staff were not trained to respond properly to the stairwell alarm and did not conduct a search to confirm that no resident had exited the Home using the stairwell. As a result, a resident was able to leave the building unnoticed and was exposed to dangerously cold temperatures.

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 of this Order, develop and implement a written protocol addressing stairwell or related alarm systems. The protocol must address how staff are alerted when an alarm is activated, the procedures to follow when an alarm is activated, and a process for ongoing monitoring of the effectiveness of the alarm system protocol during all shifts.

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 September 25, 2025.