RHRA Retirement Homes Regulatory Authority

# ADMINISTRATIVE PENALTY ORDER SUMMARY TO BE MADE AVAILABLE IN HOME

Pursuant to the *Retirement Homes Act, 2010* S.O. 2010, Chapter 11, section 93.

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

## ADMINISTRATIVE PENALTY ORDER 2025-T0132-93-01

The Deputy Registrar of the Retirement Homes Regulatory Authority (the "Deputy Registrar" and the "RHRA", respectively) has reasonable grounds to believe that Schlegel Villages Inc. (the "Licensee") operating as The Village of Taunton Mills (the "Home") has contravened sections of the Retirement Homes Act, 2010 (the "Act") and Ontario Regulation 166/11 (the "Regulation").

The Deputy Registrar issues this Order to Pay an Administrative Penalty under section 93 of the Act to encourage the Licensee to comply with the requirements under the Act and Regulation.

## CONTRAVENTION

The Deputy Registrar has reasonable grounds to believe that the Licensee contravened the following sections of the Act and Regulation:

- Section 29(c) of the Regulation – did not ensure that staff members administering medication to a resident had received the required training.
- Section 47(5) of the Regulation – did not ensure that an interdisciplinary care conference was held as part of the development of the resident's plan of care.
- Section 62(4)(b)(i) & (ii) of the Act – did not ensure that each resident had a written plan of care that outlined the services to be provided and the goals those services were intended to achieve.
- Section 62(8) of the Act – did not ensure that protocols were in place to promote collaboration between staff, external care providers, and others involved in the different aspects of the resident's care.
- Section 62(10) of the Act – Staff did not ensure that the care services that the licensee provides to the resident are set out in the plan of care and are provided to the resident in accordance with the plan and the prescribed requirements, if any.
- Section 67(2) of the Act – did not ensure that staff of the Home do not neglect residents.

**BRIEF SUMMARY OF FACTS**

On May 29, 2025, an RHRA inspector conducted an inspection in response to a complaint alleging the neglect of a resident who had been hospitalized with sepsis. The inspector found that staff failed to follow the Home's policies and procedures and did not integrate the resident's hospital discharge instructions into the resident's care plans or perform skin and wound monitoring and reporting as required.

**ADMINISTRATIVE PENALTY FACTORS**

The Deputy Registrar considered the factors contained in subsection 60.1(1) of the Regulation in determining the amount of the Administrative Penalty:

(a) **Severity of Adverse Effect / Potential Adverse Effect:**
Despite receiving detailed hospital discharge instructions containing skin and wound care information, and photographs, staff did not review or integrate discharge instructions into a resident's care plan. Staff did not comply with the Home's policy relating to skin monitoring and reporting. Resident B developed sepsis, was hospitalized, and did not return to the Home. The severity of the adverse effect falls within the "major" range.

(b) **Mitigation of Contravention:**
The Licensee has taken steps to mitigate the contraventions, including training on assessments, and care planning. Wound tracking processes were established, and leadership began enhanced monitoring of all new move-ins and returns from hospital. The Licensee's corrective actions are a mitigating factor for quantum of penalty.

(c) **Previous Contraventions:**
The Licensee was previously cited with neglect in July 2022 and August 2024. This repeated pattern of similar high-risk non-compliance is an aggravating factor that increases the penalty amount within the applicable range.

(d) **Economic Benefit:**
The Licensee did not receive any direct economic benefit from this non-compliance, which is a neutral factor.

(e) **Purpose of Administrative Penalty**:
To encourage the Licensee to ensure compliance in the future. The penalty is not intended to be punitive.

**Issued on September 25, 2025.**