

FINAL INSPECTION REPORT
Under the *Retirement Homes Act, 2010*

Inspection Information	
Date of Inspection: October 9, 2025	Name of Inspector: Kate Fish
Inspection Type: Routine Inspection	
Licensee: ACC-003065 - Schlegel Villages Inc.	
Retirement Home: The Village of Taunton Mills	
License Number: T0132	

About Routine Inspections

A routine inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. During a routine inspection, an RHRA inspector will walk through the home, speak to residents and staff, observe care services and conditions in the home, and ensure the licensee's management and staff follow mandatory policies and practices designed to protect the welfare of residents.

Following a routine inspection, the RHRA inspector prepares a draft inspection report which is sent to the licensee. The draft report may include instances where the licensee has failed to meet the standards of the *RHA*. If included, the licensee can respond to these instances and is strongly encouraged to inform RHRA of its plans to meet the standards of the *RHA*.

Following the draft report, the RHRA inspector prepares this final inspection report, incorporating any response from the licensee with their plans to meet the standards of the *RHA*. The most recent final inspection report must be posted in the home in a visible and easily accessible location. All final inspection reports from the previous two years must also be made available in an easily accessible location in the home. The licensee must provide a copy of this report to the home's Residents' Council, if one exists.

In addition to inspection reports, RHRA may provide information to a licensee to encourage improvements of their current practices.

If the licensee repeatedly does not meet the required standards, RHRA may take further action.

Focus Areas

During a routine inspection, an inspector will focus primarily on a set number of areas which have been identified as related to the health, safety and wellbeing of resident, and may take various actions to determine whether the licensee is compliant with the RHA in relating to the areas. The areas listed in this section are ones which an inspector has identified as non-compliant.

Focus Area #1: Medications

RHRA Inspector Findings

The inspector reviewed a sample of resident care files including Medication Administration Records, and prescriptions. There is a requirement that a home administering a drug or other substance to a

resident ensures there is written evidence that the medication was prescribed for the resident by a person authorized to prescribe a drug. The home was unable to produce current prescriptions for one resident, and therefore failed to meet the requirements for medication administration.
Outcome The Licensee provided information indicating that corrective action was being taken, however, further action must be taken to achieve compliance with all areas outlined in the finding. RHRA to confirm compliance by following up with the Licensee or by inspection.
Focus Area #2: Resident Record, Assessment, Plan of Care
RHRA Inspector Findings The inspector reviewed a sample of resident care files including assessments and plans of care. There is a requirement that when a new plan of care is developed it is approved by the resident or their substitute decision maker. The inspector found that of six plans of care reviewed, three did not meet approval requirements. The home failed to meet approval requirements for plans of care.
Outcome At the time of the inspection, the Licensee was not in compliance. The home has since taken corrective action to achieve compliance.
Focus Area #3: Staff Training
RHRA Inspector Findings As part of a routine inspection employee training files were reviewed. There is a requirement that if one of the care services offered by the home is medication administration the staff administering medication complete annual training. The inspector found that of the employees responsible for administering medication, six had not completed training within the prescribed timeframe. The home failed to meet training requirements.
Outcome The Licensee submitted a plan to achieve compliance by Wed Nov 05 2025. RHRA to confirm compliance by following up with the Licensee or by inspection.

Additional Findings <i>During a routine inspection, an inspector may observe areas of non-compliance that are not related to the standard focus areas. In these cases, an inspector may cite the home for these contraventions at the time of this inspection. In addition, an inspector may follow-up on findings of non-compliance from previous inspections. Where the licensee is unable to demonstrate they have come into compliance or maintained compliance, an inspector may cite the home for these repeat contraventions at the time of this inspection.</i>
Not Applicable

Current Inspection – Citations <i>Citations relating to the above Focus Areas or Additional Findings made during the current inspection are listed below.</i>
The Licensee failed to comply with the O. Reg. 166/11 s. 32.; Records s. 32.; Records 32. If the licensee or a member of the staff of a retirement home administers a drug or other substance to a resident, the licensee shall ensure that,

Specifically, the Licensee failed to comply with the following subsection(s):

s. 32. (b)

(b) if a drug is administered, there is written evidence that the drug was prescribed for the resident by a person who is authorized to prescribe a drug under section 27 of the Regulated Health Professions Act, 1991;

The Licensee failed to comply with the O. Reg. 166/11 s. 14. (5); Staff training

s. 14. (5); Staff training

14. (5) The licensee shall ensure that the persons who are required to receive the training described in subsection 65 (5) of the Act receive that training on an ongoing basis, namely at least annually after receiving the training described in subsection (4).

Closed Citations

During an inspection, an inspector may follow-up with areas of non-compliance cited during a previous inspection, or verify compliance with areas initially cited during the current inspection. The inspector has verified that at the time of this report, the licensee was able to demonstrate that the following areas have come into compliance.

Retirement Homes Act, 2010:

s. 62. (9); Persons who approve plans of care

62. (9) The licensee shall ensure that the following persons have approved the plan of care, including any revisions to it, and that a copy is provided to them:

s. 62. (9), para. 1

1. The resident or the resident's substitute decision-maker.

NOTICE

The Final Inspection Report is being provided to the Licensee, the Registrar of the RHRA and the home's Residents' Council, if any.

Section 55 of the *RHA* requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Retirement Home Database available online at <http://www.rhra.ca/en/retirement-home-database>.

Signature of Inspector	Date
<i>Kate Fish</i>	October 30, 2025