
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
3790 Brock Street N.
Whitby, ON L1R 0H2

ADMINISTRATIVE PENALTY ORDER 2026-T0132-93-01

Under section 93 of the *Retirement Homes Act, 2010* (the “Act”), the Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and “RHRA”, respectively) may order a person to pay an administrative penalty if the Registrar believes on reasonable grounds that the person has contravened the Act or Ontario Regulation 166/11 (the “Regulation”).

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

- Section 62(10) of the Act: The Licensee did not ensure that the care services provided to the resident were set out in the plan of care and were provided to the resident in accordance with the plan and the prescribed requirements.
- Section 67(2) of the Act: The Licensee did not ensure that staff of the Home did not neglect the residents.
- Section 22(2)(b) of the Regulation: The Licensee did not ensure that corrective action was taken to prevent future harm to residents in relation to falls in a common area of the Home or while being assisted by staff.

BRIEF SUMMARY OF FACTS

An inspection was conducted at the Home on January 28, 2026, following a complaint concerning the adequacy of foot care provided to a resident and matters related to falls prevention. The inspection identified that staff did not ensure that a resident received foot care in accordance with their plan of care and the Home's bathing policy. Additionally, the Licensee did not adequately respond to ongoing risks despite clear indicators that existing measures were not effectively preventing falls.

ADMINISTRATIVE PENALTY FACTORS

The Registrar considered the factors set out at s. 60.1(1) of the Regulation in determining the amount of the Administrative Penalty.

a) **Severity of Adverse Effect / Potential Adverse Effect:**

The contraventions put a resident and other residents at risk of physical harm. A resident experienced multiple falls, one of which resulted in injuries requiring hospitalization, and residents continued to have access to a common area of the Home that was known to be hazardous. The potential adverse effect falls within the moderate range.

b) **Mitigation of Contravention:**

The Licensee implemented corrective actions, including staff education, monitoring initiatives, installation of interim barriers, and ultimately a permanent door to prevent access to the hazardous common area. However, these actions progressed over an extended period, reducing their mitigating value.

c) **Previous Contraventions:**

The Licensee has a history of relevant non-compliance, including previous findings relating to neglect, compliance with plans of care, and resident safety concerns.

d) **Economic Benefit:**

There is no evidence that the Licensee received direct economic benefit from the non-compliance.

e) **Purpose of Administrative Penalty:**

The administrative penalty is intended to encourage the Licensee to achieve and maintain compliance with the Act and Regulation.

Issued on June 22, 2026.