
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 Erin Meadows
2930 Erin Centre Blvd.
Mississauga, ON L5M 7M4

COMPLIANCE ORDER NO. 2026-T0550-90-01

Under section 90 of the *Retirement Homes Act, 2010* (the “Act”), if the Registrar of the Retirement Homes Regulatory Authority (the “Registrar” and the “RHRA”, respectively) believes on reasonable grounds that a licensee has contravened a requirement under the Act, the 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 Registrar issues this Compliance Order (the “Order”) to require Schlegel Villages Inc. (the “Licensee”) operating as The Village of Erin Meadows (the “Home”) to come into and maintain compliance with the Act.

CONTRAVENTION

The Registrar has reasonable grounds to believe that the Licensee contravened the following section of the Act:

- Section 67(2) of the Act: The Licensee did not ensure that staff of the Home do not neglect the residents.

BRIEF SUMMARY OF FACTS

An inspection of the Home was conducted on February 13, 2026, following a report regarding a resident who was found on the floor of their suite after an unwitnessed fall. The inspection identified that staff failed to conduct required well-being checks in accordance with the Home's policies and procedures, which delayed the discovery of the resident following the fall and jeopardized their health and safety.

REQUIRED ACTION

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

1. Every two weeks for a period of six months, conduct audits of the Home's mealtime census records and compliance with its presence and well-being check protocols. The audits must:
 - a. confirm that relevant documentation is complete and accurate; and
 - b. verify, through spot checks or similar protocols, that presence and well-being checks are being conducted in accordance with the Home's policies and procedures.

Issued on July 14, 2026