RHRA Retirement Homes Regulatory Authority

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

Inspection Information	
Date of Inspection: September 17, 2026	**Name of Inspector: Antonette Whitley-Scott**
Inspection Type: Responsive Inspection – Mandatory Report	
Licensee: ACC-003065 - Schlegel Villages Inc.	
Retirement Home: The Village of Erin Meadows	
License Number: T0550	

About Responsive Inspections

A responsive inspection, performed by an RHRA inspector, is a physical inspection of a licensed retirement home. A responsive inspection is conducted when RHRA receives information that the licensee may have failed to meet the standards of the *Retirement Homes Act, 2010* or its regulations (the "*RHA*"). An inspection being conducted does not imply that an allegation is substantiated or that a contravention of the RHA has occurred. A licensee is required to report to RHRA if they suspect harm or risk of harm to a resident. During a responsive inspection, an RHRA inspector may observe the operations of the home, interview relevant individuals, review records and other documentation, and determine whether the licensee's management and staff have followed mandatory policies and practices designed to protect the welfare of residents.

Following a responsive 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 there is a serious incident or the licensee repeatedly does not meet the required standards, RHRA may take further action.

Concern(s)

During a responsive inspection, an inspector will focus primarily on the concern(s) which prompted the

inspection and may take various actions to determine whether the licensee is compliant with the RHA in relation to the concern(s). Any findings of non-compliance identified in relation to these concerns are listed below.

Concern #1: CON-11680-Improper or Incompetent Treatment or Care

RHRA Inspector Findings

A report was made to RHRA regarding alleged incompetent care of a resident. As part of the inspection, the Inspector interviewed involved staff and reviewed the resident's Plan of Care, transfer instructions, training records, and relevant documentation. The Inspector confirmed that the Licensee failed to ensure that the care services provided to the resident were provided in accordance with the resident's Plan of Care and prescribed requirements, as the staff did not complete the required transfer procedure using the hygiene sling and mechanical lift. The Licensee failed to ensure that the care services provided to the resident were provided in accordance with the Plan of Care and the prescribed requirements. The Inspector confirmed that the resident experienced a fall during the transfer and sustained an injury, as the hygiene sling was incorrectly applied, the required hip and leg straps were not crossed and secured, and the resident was transferred directly from the bathroom to the bedroom rather than using the wheeled commode as required. The Inspector also found that the staff involved were not familiar with the resident's current transfer requirements and did not access the resident's Plan of Care prior to completing the transfer. The Inspector further confirmed that the Licensee failed to ensure that staff received the required training relevant to their duties, including training on the resident's specific transfer requirements and the use of the hygiene sling and mechanical lift. The Licensee failed to ensure that staff received the required training in all Acts, regulations, policies of the Authority and similar documents, including policies of the Licensee, that are relevant to the person's duties and all other prescribed matters. The Licensee failed to ensure that staff provided the required care and followed the resident's Plan of Care and transfer requirements to protect the resident's safety and well-being and, as a result, the resident was neglected.

Outcome

The Licensee submitted a plan to achieve compliance by Thu Nov 05 2026. RHRA to confirm compliance by following up with the Licensee or by inspection.

Additional Findings

During a responsive inspection, an inspector may observe areas of non-compliance that are not related to the concern(s) which prompted the inspection. 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.

Not Applicable

Current Inspection – Citations

Citations relating to the above Concerns or Additional Findings made during the current inspection are listed below.

The Licensee failed to comply with the RHA s. 65. (2); Training

s. 65. (2); Training
65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,

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

s. 65. (2), (i)
(i) all Acts, regulations, policies of the Authority and similar documents, including policies of the licensee, that are relevant to the person's duties;

s. 65. (2), (j)
(j) all other prescribed matters.

The Licensee failed to comply with the RHA s. 62. (10); Compliance with plan

s. 62. (10); Compliance with plan
62. (10) The licensee shall 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.

The Licensee failed to comply with the RHA s. 67. (2); Same, neglect

s. 67. (2); Same, neglect
67. (2) Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.

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.

Not Applicable

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
Antonette Whitley - Scott	October 26, 2026