

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: February 4, 2026

Inspection Number: 2026-1386-0001

Inspection Type:
Complaint

Licensee: Schlegel Villages Inc.

Long Term Care Home and City: The Village of Taunton Mills, Whitby

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 28 - 30 and February 2- 4, 2026

The following intake(s) were inspected:

- Intakes - Two complaints regarding multiple care areas for multiple residents.

The following **Inspection Protocols** were used during this inspection:

Food, Nutrition and Hydration
Reporting and Complaints
Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Integration of assessments, care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (4)

Plan of care

s. 6 (4) The licensee shall ensure that the staff and others involved in the different aspects of care of the resident collaborate with each other,

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

- (a) in the assessment of the resident so that their assessments are integrated and are consistent with and complement each other; and
- (b) in the development and implementation of the plan of care so that the different aspects of care are integrated and are consistent with and complement each other.

A resident experienced a symptom for which they were provided a scheduled medication for months in 2025. The resident continued to have symptom for which they received as needed medication during certain times. The times the medication was administered was not communicated to the Medical Doctor (MD). The MD was not provided the information, as such were not able to make the potential changes required to manage the resident's symptom.

Sources: Resident clinical records, and interviews with staff.

WRITTEN NOTIFICATION: Duty of licensee to comply with plan

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

A medication was started by the MD with an order for a specific assessment for specified dates and times. The assessment was not completed as ordered. The home indicated that the specific assessments needed to be completed.

Sources: Resident clinical records, and interviews with Substitute Decision maker (SDM) and staff.

WRITTEN NOTIFICATION: Complaints procedure — licensee

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure — licensee

s. 26 (1) Every licensee of a long-term care home shall,
(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

A resident's SDM sent multiple complaints to the licensee on specified dates. These complaints were not sent to the Director. This was acknowledged by the home.

Sources: Home's complaint records, and interview with staff.

WRITTEN NOTIFICATION: Dealing with complaints

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010,

A resident's SDM sent multiple complaints to the licensee on specified dates. These complaints were addressed, but the response did not contain any information regarding the ministry's toll free telephone number for making complaints and its hours and contact information for the patient ombudsman. This was acknowledged by the home.

Sources: Home's complaint records, interview with staff, and resident clinical records.

WRITTEN NOTIFICATION: Dealing with complaints

NC #005 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. iii.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

3. The response provided to a person who made a complaint shall include,
iii. if the licensee was required to immediately forward the complaint to the Director under clause 26 (1) (c) of the Act, confirmation that the licensee did so.

A resident's SDM sent multiple complaints to the licensee on specified dates. As these complaints were not sent to the Director, the resident's SDM was not notified that this information would be sent to the Director in the responses. This was acknowledged by the home. .

Sources: Home's complaint records, and interview with staff.

WRITTEN NOTIFICATION: Residents' drug regimes

NC #006 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 146 (a)

Residents' drug regimes

s. 146. Every licensee of a long-term care home shall ensure that,
(a) when a resident is taking any drug or combination of drugs, including psychotropic drugs, there is monitoring and documentation of the resident's response and the effectiveness of the drugs appropriate to the risk level of the drugs;

A resident experienced a symptom for which they were provided a scheduled medication for months in 2025. The resident continued to have symptom for which they received as needed medication during certain times. The times the medication was administered was not communicated to the MD and no evidence of monitoring the effectiveness of the medication was noted.

Sources: Resident clinical records, and interviews with staff.



Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702