

## Public Report

**Report Issue Date:** November 7, 2025

**Inspection Number:** 2025-1141-0007

**Inspection Type:**  
Critical Incident

**Licensee:** Iris L.P., by its general partners, Iris GP Inc. and AgeCare Iris Management Ltd.

**Long Term Care Home and City:** AgeCare Parkhill, Parkhill

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 3 to 7, 2025

The following intake(s) were inspected:

- Intake: #00160571 CI2632-000023-25 Outbreak Management.

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

Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Chief Medical Officer of Health and Medical Officer of Health

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

**Non-compliance with: O. Reg. 246/22, s. 272**

CMOH and MOH

s. 272. Every licensee of a long-term care home shall ensure that all applicable directives, orders, guidance, advice or recommendations issued by the Chief Medical Officer of Health or a medical officer of health appointed under the Health Protection and Promotion Act are followed in the home.

In reference to the Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings from the Ministry of Health stated in section 3.12, Enhanced Environmental Cleaning and Disinfection, that high-touch surfaces (e.g., door handles/knobs, light switches, handrails, phones, elevator buttons), treatment areas, dining areas, and lounge areas were to be cleaned a minimum of twice daily.

The home did not ensure that all high-touch surfaces were cleaned twice daily during this outbreak. Specifically, the main entrance door handles, main entrance keypads, entrance phone, and public washrooms were signed off once per day on 12 out of the 13 days during the outbreak.

**Sources:** Interviews with staff; review of the Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings.