

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: October 17, 2025

Inspection Number: 2025-1403-0008

Inspection Type:

Complaint

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

Long Term Care Home and City: AgeCare London, London

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 14-17, 2025

The following intake(s) were inspected:

- Intake: #00158295 - Complaint related to food, nutrition, and hydration.

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

Food, Nutrition and Hydration

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dining and snack service

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

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Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

The licensee has failed to ensure that the home had a dining and snack service that included, at a minimum, the following elements: Food and fluids being served at a temperature that was safe to the residents. Staff did not record food temperatures prior to meal service as per the home's policy where it states that the Food Service Worker will take and record temperatures once food has been placed on/in the hot top/steam table, on the Food Temperature Sheet.

Sources: Food Temperature Logs, Food Temperature Policy.