

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: April 15, 2026

Inspection Number: 2026-1403-0003

Inspection Type:

Critical Incident
Proactive Compliance Inspection

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): April 9, 13, 14, 15, 2026.
The inspection occurred offsite on the following date(s): April 10, 2026.

The following intake(s) were inspected:

- Proactive Compliance Inspection Generator Initiative.
- Critical Incident (CI) 2919-000014-26 Environmental Hazard- Chemical spill.

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

Safe and Secure Home

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Maintenance Services

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

Non-compliance with: O. Reg. 246/22, s. 96 (1) (b)

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,
(b) there are schedules and procedures in place for routine, preventive and remedial maintenance.

As part of the organized program of maintenance services, there were schedules and procedures for routine, preventive and remedial maintenance in place for the generator, however the home was not in compliance with the Generator policy that directed preventative maintenance and testing of the generator weekly and monthly.

The Generator-ALL-ON-505-02-11 Policy stated that "weekly and monthly testing and documentation of testing of the generator be completed in accordance with provincial/sector regulations." The home's records showed that those weekly and monthly inspections of the generator had not been completed as expected.

Sources: Record review of the Generator- ALL-ON-505-02-11 Policy, Inspection Reports, Preventative Maintenance (PM) Guidebook and staff interviews.