

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

**Hamilton District**  
119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Public Report

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

**Inspection Number:** 2025-1392-0004

**Inspection Type:**  
Critical Incident

**Licensee:** Regency LTC Operating Limited Partnership, by its general partners,  
Regency Operator GP Inc. and AgeCare Iris Management Ltd.

**Long Term Care Home and City:** AgeCare Glen Oaks, Oakville

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 15- 18 and 22- 24, 2025

The following intake(s) were inspected:

- Intake: #00147542 - Critical Incident(CI) # 2908-000020-25 - Related to Prevention of Abuse and Neglect
- Intake: #00149925 - Critical Incident(CI) # 2908-000023-25 - Related to Prevention of Abuse and Neglect

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

Prevention of Abuse and Neglect  
Responsive Behaviours

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Altercations and Other Interactions Between Residents

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

**Non-compliance with: O. Reg. 246/22, s. 59 (b)**

Altercations and other interactions between residents

s. 59. Every licensee of a long-term care home shall ensure that steps are taken to

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minimize the risk of altercations and potentially harmful interactions between and among residents, including,  
(b) identifying and implementing interventions.

The licensee has failed to implement interventions to minimize the risk of potentially harmful interactions between two residents.

While attending a large group activity resident's were not monitored closely while seated close together, which resulted in a physical altercation causing injury to both residents.

**Sources:** Resident Progress Notes, Care Plans, AgeCare Glen Oaks Internal Investigation Notes, Critical Incident (CI) Report, and Staff Interviews.