

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:** November 12, 2025

**Inspection Number:** 2025-1392-0007

**Inspection Type:**  
Proactive Compliance Inspection

**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): November 4-7, 10 & 12, 2025

The following intake(s) were inspected:

-Intake: #00161692 - Proactive Compliance Inspection

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

Housekeeping, Laundry and Maintenance Services  
Infection Prevention and Control  
Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: General requirements

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

**Non-compliance with: O. Reg. 246/22, s. 34 (1) 3.**

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

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

3. The program must be evaluated and updated at least annually in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

The Maintenance Services Program was not evaluated in 2024, despite the requirement for an annual review and updates based on evidence-based or prevailing practices.

**Sources:** Review of Maintenance Program and Interview with staff.

### **WRITTEN NOTIFICATION: General requirements**

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

**Non-compliance with: O. Reg. 246/22, s. 34 (1) 4.**

General requirements

s. 34 (1) Every licensee of a long-term care home shall ensure that the following is complied with in respect of each of the organized programs required under sections 11 to 20 of the Act and each of the interdisciplinary programs required under section 53 of this Regulation:

4. The licensee shall keep a written record relating to each evaluation under paragraph 3 that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented.

A written record of the 2024 Maintenance Program evaluation, including the evaluation date, names of participants, summary of changes made, and implementation dates, was not available.

**Sources:** Review of Maintenance Program and Interview with staff.

### **WRITTEN NOTIFICATION: Infection prevention and control program**

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

**Non-compliance with: O. Reg. 246/22, s. 102 (10)**

Infection prevention and control program

s. 102 (10) The licensee shall ensure that the information gathered under subsection (9)

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

is analyzed daily to detect the presence of infection and reviewed at least once a month to detect trends, for the purpose of reducing the incidence of infection and outbreaks. O. Reg. 246/22, s. 102 (10).

As per legislative requirements, information gathered under subsection (9) must be analyzed daily to detect the presence of infection and reviewed at least monthly to identify trends, with the goal of reducing the incidence of infection and outbreaks.

It was noted that the home reviewed and analyzed the collected data on a quarterly basis, rather than monthly, which does not align with the required frequency for trend analysis intended to support infection prevention and outbreak reduction.

**Sources:** Interview with staff and Trend Analysis Reports of the home.