

**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:** December 10, 2025

**Inspection Number:** 2025-1405-0006

**Inspection Type:**

Critical Incident  
Follow up

**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 Willowgrove, Ancaster

**INSPECTION SUMMARY**

The inspection occurred on-site on the following dates: December 8-10, 2025

The following intakes were inspected:

- Intake 00159386/ Critical Incident 2921-000031-25 was related to prevention of abuse and neglect
- Intake 00160620/ Follow-up #1 - CO #001 / 2025-1405-0004, FLTCA s. 24 (1) Duty to Protect, CDD December 1, 2025

**Previously Issued Compliance Order(s)**

The following previously issued Compliance Order was found to be in compliance:

Order #001 from Inspection #2025-1405-0004 related to FLTCA, 2021, s. 24 (1)

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

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Prevention of Abuse and Neglect

## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.