

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: January 29, 2026

Inspection Number: 2026-1405-0001

Inspection Type:

Complaint
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 Willowgrove, Ancaster

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: January 19-23 and 27-28, 2026.

The following intakes were inspected:

- Intake #00164257 was related to resident rights
- Intake #00164256 was related to resident rights
- Intake #00164588 was related to prevention of abuse and neglect

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

- Food, Nutrition and Hydration
- Prevention of Abuse and Neglect
- Responsive Behaviours
- Residents' Rights and Choices

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care - Clear Directions

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

Non-compliance with: FLTCA, 2021, s. 6 (1) (c)

Plan of care

s. 6 (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,

(c) clear directions to staff and others who provide direct care to the resident; and

A resident's written plan of care provided inconsistent direction to staff regarding the resident's Activities of Daily Living (ADLs). The care plan was not revised to reflect changes to the resident's ADLs, which resulted in unclear direction to staff and increased the risk of injury to the resident.

Sources: The resident's clinical record, and interviews with staff.

WRITTEN NOTIFICATION: Duty to Protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

The Ontario Regulation 246/22, states that physical abuse is the "the use of physical force by a resident that causes physical injury to another resident."

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A resident used physical force on another resident which resulted in a physical injury. Failure to protect the resident from physical abuse resulted in actual resident harm.

Sources: Both resident's clinical records, and interviews with staff.

WRITTEN NOTIFICATION: Reporting to the Director

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

Non-compliance with: FLTCA, 2021, s. 28 (1) 2.

Reporting certain matters to Director

s. 28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

An altercation between two residents occurred which resulted in a physical injury. This was not immediately reported to the Director.

Sources: The resident's clinical records, and interviews with staff.

WRITTEN NOTIFICATION: Altercations Between Residents

NC #004 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.

A resident had specific interventions in place to manage responsive behaviours and limit their risk of altercations. On one occasion, the resident was observed exhibiting responsive behaviours; however, the care planned interventions were not implemented.

Sources: The resident's clinical records, and interviews with staff.