

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

Central East District  
33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

## Public Report

**Report Issue Date:** February 24, 2026

**Inspection Number:** 2026-1370-0001

**Inspection Type:**

Complaint  
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 Samac, Oshawa

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 12, 17-20, 23-24, 2026, and offsite on February 13, 2026.

The following intakes were inspected:

- Follow-up #01 - Compliance Order (CO) #003/2025-1370-0007, O. Reg. 246/22 - s. 56 (2) (a) Continence care and bowel management, Compliance Due Date (CDD) January 30, 2026.
- Follow-up #01 - CO #002/2025-1370-0007, O. Reg. 246/22 - s. 54 (1) Falls prevention and management, CDD January 30, 2026.
- Follow-up #01 - CO #001/2025-1370-0007, O. Reg. 246/22 - s. 58 (1) Responsive behaviours, CDD January 30, 2026.
- A complaint related to improper care of a resident.
- Intake related to improper care of a resident with risk of harm.
- Intake related to an outbreak declared on a resident home area.
- Three intakes related to a fall of a resident.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:  
Order #003 from Inspection #2025-1370-0007 related to O. Reg. 246/22, s. 56 (2) (a)

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Order #002 from Inspection #2025-1370-0007 related to O. Reg. 246/22, s. 54 (1)  
Order #001 from Inspection #2025-1370-0007 related to O. Reg. 246/22, s. 58 (1)

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

Contenance Care  
Medication Management  
Infection Prevention and Control  
Responsive Behaviours  
Staffing, Training and Care Standards  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting certain matters to Director

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

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

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:

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
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.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.
5. Misuse or misappropriation of funding provided to a licensee under this Act, the Local Health System Integration Act, 2006 or the Connecting Care Act, 2019.

A Critical Incident Report (CIR) regarding alleged improper care by an unauthorized personnel administering medication and performing a monitoring procedure was reported to the Director 10 days late.

**Sources:** CIR, the home's internal notes, and interviews with the Acting Director of

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Care.

## WRITTEN NOTIFICATION: Transferring and positioning techniques

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

### Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

A resident requiring a specific level of assistance was not transferred according to their care plan, resulting in a fall. After the fall, staff moved the resident without the required assistive device.

**Sources:** resident clinical record and observation, the home's internal notes, home's policy, and interviews with staff.

## WRITTEN NOTIFICATION: Administration of drugs

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

### Non-compliance with: O. Reg. 246/22, s. 140 (3)

Administration of drugs

s. 140 (3) Subject to subsections (4) and (6), the licensee shall ensure that no person administers a drug to a resident in the home unless,

(a) where the administration involves the performance of a controlled act under subsection 27 (2) of the Regulated Health Professions Act, 1991, the person is authorized to administer the drug by virtue of a health profession Act, the Regulated Health Professions Act, 1991 or any relevant regulation; or

(b) where the administration does not involve the performance of a controlled act under subsection 27 (2) of the Regulated Health Professions Act, 1991, the person is,

(i) a member of a regulated health profession and is acting within their scope of practice,

(ii) a personal support worker who has received training in the administration of drugs in accordance with written policies and protocols developed under subsection 123 (2), who, in the reasonable opinion of the licensee, has the appropriate skills, knowledge

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and experience to administer drugs in a long-term care home, who has been assigned to perform the administration by a member of the registered nursing staff of the long-term care home and is under the supervision of that member in accordance with any practice standards and guidelines issued by the College of Nurses of Ontario, and who, (A) meets the requirements set out in subsection 52 (1) or who is described in subsection 52 (2), or

(B) is an internationally trained nurse who is working as a personal support worker. O. Reg. 66/23, s. 28 (1). Or

(iii) a nursing student extern who has received training in the administration of drugs in accordance with written policies and protocols developed under subsection 123 (2), who, in the reasonable opinion of the licensee, has the appropriate skills, knowledge and experience to administer drugs in a long-term care home and who has been assigned to perform the administration by a member of the registered nursing staff of the long-term care home and is under the supervision of that member in accordance with any practice standards and guidelines issued by the College of Nurses of Ontario.

Unauthorized personnel administered medication following a monitoring procedure, contrary to the policy, which states that only registered nursing staff may perform monitoring procedures and administer medications.

**Sources:** resident medication order summary, home's policy, and interviews with staff.



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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