

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

**London District**  
130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** January 7, 2026

**Inspection Number:** 2025-1423-0006

**Inspection Type:**  
Critical Incident

**Licensee:** Iris L.P., by its general partners, Iris GP Inc. and AgeCare Iris Management Ltd.

**Long Term Care Home and City:** AgeCare Royal Oak, Kingsville

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 5 - 7, 2026

The following intake(s) were inspected:

- Intake: #00164423 -Critical Incident #2939-000086-25 relating to allegations of improper and incompetent treatment.

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

Prevention of Abuse and Neglect  
Staffing, Training and Care Standards

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Staff records

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

**Non-compliance with: O. Reg. 246/22, s. 278 (1) 3.**

Staff records

s. 278 (1) Subject to subsections (2) and (3), every licensee of a long-term care home shall ensure that a record is kept for each staff member of the home that includes at least the following with respect to the staff member:

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

**London District**  
130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

3. Where applicable, the results of the staff member's police record check under subsection 81 (2) of the Act.

A review had been completed of a staff member's employee file. The Executive Director had indicated that the original file had been misplaced as a result the home was not able to provide a record of vulnerable sector check for the staff member.

**Sources:** Staff record and interviews.