

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

Toronto District  
5700 Yonge Street, 5th Floor  
Toronto, ON, M2M 4K5  
Telephone: (866) 311-8002

## Public Report

**Report Issue Date:** September 26, 2025

**Inspection Number:** 2025-1427-0004

**Inspection Type:**  
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 Westbury, Etobicoke

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 22-24, 26, 2025  
The inspection occurred offsite on the following date(s): September 25, 2025

The following intake(s) were inspected:

-Intake: #00155651/Critical Incident System (CIS) #2943-000018-25 was related to a resident's neglect.

-Intake: #00156750/CIS #2943-000019-25 was related to resident to resident abuse.

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

Skin and Wound Prevention and Management  
Prevention of Abuse and Neglect  
Responsive Behaviours

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Plan of care

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

#### Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

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The licensee has failed to ensure that care set out in the care plan was provided to a resident as specified in their plan.

A resident's care plan directed staff to implement a specific intervention if they were exhibiting a particular responsive behaviour. However, on an specific date, staff failed to implement the intervention when the resident exhibited the responsive behaviour.

**Sources:** CIS, resident's clinical records, interviews with Personal Support Worker (PSW), Registered Practical Nurse (RPN) and Behavioural Support Ontario (BSO).