

**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

## Original Public Report

**Report Issue Date:** July 17, 2024

**Inspection Number:** 2024-1403-0002

**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 London, London

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 10 and 11, 2024.

The following intake(s) were inspected:

- Intake: #00106326 CIS #2919-000002-24 related to Prevention of Abuse and Neglect.
- Intake: #00107991 CIS #2919-000006-24 related to Responsive Behaviours and Prevention of Abuse and Neglect.
- Intake: #00109811 CIS #2919-000014-24 related to Prevention of Abuse and Neglect.
- Intake: #00116134 CIS #2919-000026-24 related to Resident Care and Support Services.

Christy Legouffe, Program Specialist was on-site on July 10 and 11, 2024.

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

Contenance Care

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Resident Care and Support Services  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours

## 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.