

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: February 27, 2026
Inspection Number: 2026-1403-0002
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): February 24, 25 and 27, 2026

The following intake(s) were inspected:

- Intake: #00168334 - CI 2919-000003-26 Improper care of resident.

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

Resident Care and Support Services

INSPECTION RESULTS

WRITTEN NOTIFICATION: Policies to be followed

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

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Non-compliance with: O. Reg. 246/22, s. 53 (1) 1.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

A falls prevention and management program to reduce the incidence of falls and the risk of injury.

When a resident sustained a fall onto the floor, staff did not use a lifting device to get them off the floor.

The home policy "Resident Lift and Transfer Program" included "No Lift means there are no manual resident lifts permitted (therefore there are no resident lifts or transfers physically done by the worker or workers."

The home policy was not followed as confirmed by the DOC during an interview.

Sources: Resident clinical records, policy "Resident Lift and Transfer Program" investigation records and interviews with DOC.