

**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:** January 13, 2025

**Inspection Number:** 2025-1298-0001

**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 Pine Grove, Woodbridge

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 6 - 9 and 13, 2025

The following Critical Incident System (CIS) intake(s) were inspected:

- Intake: #00129957, CIS #2808-000014-24 and Intake: #00132984, CIS #2808-000017-24, both related to alleged abuse of residents.

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

Resident Care and Support Services  
Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: PLAN OF CARE

**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

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.

The licensee has failed to ensure that a resident's health condition was monitored as specified in the plan of care during multiple shifts.

**Sources:** The resident's clinical records and interviews with staff members.