

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: April 15, 2026

Inspection Number: 2026-1298-0004

Inspection Type:
Complaint

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): March 30, 31, 2026 and April 1, 2, 7, 8, 9, 15, 2026

The inspection occurred offsite on the following date(s): April 13, 14, 2026

The following intake(s) were inspected:

- Intake: #00173656 - compliant related to resident care and food, nutrition and hydration.

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

Food, Nutrition and Hydration

INSPECTION RESULTS

WRITTEN NOTIFICATION: Residents' Bill of Rights

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

Non-compliance with: FLTCA, 2021, s. 3 (1) 1.

Residents' Bill of Rights

s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that

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

fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

A Personal Support Worker (PSW) referred to residents not using their preferred names.

Source: Observation; and interview with the PSW.

WRITTEN NOTIFICATION: Plan of Care

NC #002 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.

A resident required specific food items at all meals, as documented on the diet list.

During a meal service observation, the resident did not receive their meal as outlined on the diet list.

Sources: Observation, review of diet list meal service record and interview with the Dietary Aide (DA).

WRITTEN NOTIFICATION: Food Production

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 78 (2) (f)

Food production

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

s. 78 (2) The food production system must, at a minimum, provide for,
(f) communication to residents and staff of any menu substitutions; and

The home did not ensure that menu substitutions were communicated to residents when changes were made to the posted daily menu.

During meal service observations, several menu substitutions were made but were not communicated to the residents.

Sources: Observations and daily posted menus and interview with the Cook.

WRITTEN NOTIFICATION: Food Production

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 78 (4) (c)

Food production

s. 78 (4) The licensee shall maintain, and keep for at least one year, a record of,
(c) menu substitutions. O. Reg. 246/22, s. 78 (4).

The records of menu substitutions were not kept for at least one year.

The Food and Nutrition Manager confirmed that the home does not maintain any record of menu substitutions, and no documentation was available for review.

Sources: No menu substitution records available and interview with the FNM.

COMPLIANCE ORDER CO #001 Nutritional Care and Hydration Programs

NC #005 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 74 (1) (a)

Nutritional care and hydration programs

s. 74 (1) This section and sections 75 to 84 apply to,
(a) the organized program of nutritional care and dietary services required under clause 15 (1) (a) of the Act; and

The Inspector is ordering the licensee to prepare, submit and implement a plan to

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

ensure compliance with O. Reg. 246/22, s. 74 (1) (a) [FLTCA, 2021, s. 155 (1) (b)]:

The plan must include but is not limited to: The home is expected to prepare, submit a plan.

The plan must include but is not limited to:

A plan to ensure that:

- Production sheets are followed, and menu substitutions are documented and these records are kept at least one year
- Menu substitutions are communicated to residents when changes are made
- Standardized recipes are consistently followed and available
- Food items are portioned according to the planned menu
- Food items are offered according to the planned menu and staff follow the diet list for individualized dietary requirements
- Food items are available according to the planned menu
- Production sheets are updated as per the home's procedure

Please submit the written plan for achieving compliance for inspection #2026-1298-0004 to the LTC Homes Inspector, MLTC, by April 29, 2026.

Please ensure that the submitted written plan does not contain any PI/PHI.

Grounds

The organized program of nutritional care and dietary services was not implemented as required by the regulations under the Act.

The home's policy titled, "Food Production and Preparations", required that all menu items will be prepared, processed and portioned according to the established standardized recipes to ensure adequate numbers of menu items are available and provided in compliance with the planned menu. Additionally, all leftovers were to be recorded on the temperature sheets, and production sheets will be updated accordingly.

i. Production sheets were not followed, and menu substitutions were not documented when indicated.

ii. Standardized recipes were not consistently followed or available during meal preparation.

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

- iii. Food items were not portioned and served using proper serving sizes according to the planned menu.
- iv. Food Items were not offered to the residents according to the planned menu.
- v. Food Items were not available to residents according to the planned menu.
- vi. Leftover foods were not recorded on temperature logs, and production sheets were not updated as per the home's policy.

Failure to ensure the home's policies were implemented placed residents at risk of inadequate nutrition which could negatively impact their health and quality of life.

Sources: Home's policy titled, "Food Production and Preparations"; Observations, review of standardized recipes, production sheets, menu, diet extensions, temperature logs, interviews with a resident, Cook and FNM.

This order must be compiled with by June 5, 2026.

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

REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

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

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.



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

**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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