

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: May 29, 2025

Inspection Number: 2025-1383-0004

Inspection Type:

Complaint
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 Trilogy, Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 22, 23, 26 - 29, 2025

The following intake(s) were inspected:

- Intake: #00138418/Critical Incident System (CIS)#2899-000002-25 - related to a fall with injury
- Intake: #00147478/CIS#2899-000013-25 - related to the unknown cause with injury to a resident
- Intake: #00145018/Complainant - related to alleged abuse, medication administration, laundry services, food and nutrition.

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Responsive Behaviour

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

Non-compliance with: O. Reg. 246/22, s. 58 (4) (b)

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(b) strategies are developed and implemented to respond to these behaviours, where possible; and

The licensee has failed to ensure that when a resident demonstrated responsive behaviours, strategies were developed and implemented to respond to these behaviours.

The resident was resistive to care which could result in aggression. No strategies were developed and implemented to respond to these behaviours and the resident was prescribed medication as needed.

Clinical Co-ordinator (CC) and Behavioural Supports Ontario (BSO) lead acknowledged that no specific strategies had been developed to manage resident's resistive behaviour.

Sources: Resident's clinical record, Interviews with CC and BSO Lead.