

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

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Public Report

Report Issue Date: October 16, 2025
Inspection Number: 2025-1392-0006
Inspection Type: Critical Incident Follow up
Licensee: Regency LTC Operating Limited Partnership, by its general partners, Regency Operator GP Inc. and AgeCare Iris Management Ltd.
Long Term Care Home and City: AgeCare Glen Oaks, Oakville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 8-9, 14, 16 2025.

The following intake(s) were inspected:

-Intake: #00156053 - Follow-up #01 - CO (HP) #001 / 2025-1392-0005, O. Reg 246/22 s. 268 (4) 1. vi, Emergency plans, CDD October 2, 2025.

-Intake: #00158488/ Critical Incident (CI)#2908-000041-25 was related to falls prevention and management.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance: Order #001 from Inspection #2025-1392-0005 related to O. Reg. 246/22, s. 268 (4) 1. vi.

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

Safe and Secure Home
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Pain Management

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

Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.

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:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

(a) The licensee has failed to ensure that the pain management program policy to manage pain for residents was complied with.

In accordance with O. Reg. 246/22, s. 11 (1) (b), the licensee is required to ensure that the Pain Management Program policy of the long-term care home is to be complied with.

Specifically, the staff failed to ensure that appropriate interventions were implemented for pain relief when a resident complained of pain on a certain day.

Sources: Pain Management Program Policy, resident's records, and interview with staff.

(b) The licensee has failed to ensure that the pain management program policy to identify and assess pain for residents was complied with.

In accordance with O. Reg. 246/22, s. 11 (1) (b), the licensee is required to ensure that the Pain Management Program policy of the long-term care home is to be complied with.

Specifically, the staff failed to ensure that appropriate assessment was conducted for a resident prior to implementing pain management interventions on an occasion as required by the home's pain management program policy.



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

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Sources: Pain Management Program Policy, resident's records, and interview with staff.