

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: January 8, 2026

Inspection Number: 2025-1392-0008

Inspection Type:

Critical Incident

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): December 29-31, 2025
and January 2, 5-8, 2026

The following intake(s) were inspected:

- Intake: #00159091 -Critical Incident (CI) #2908-000043-25 - Related to Falls prevention and Management
- Intake: #00163733 -Critical Incident (CI) #2908-000053-25 - Related to Falls prevention and Management
- Intake: #00163949 -Critical Incident (CI) #2908-000056-25 - Related to Falls prevention and Management

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

Falls Prevention and Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Documentation

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 1.

Plan of care

s. 6 (9) The licensee shall ensure that the following are documented:

1. The provision of the care set out in the plan of care.

Hourly safety checks were added to the resident's plan of care due to a high risk of falls. A review of the Documentation Survey report revealed that the task was not documented on a day in October 2025 during multiple instances on the evening shift.

Sources: Resident's clinical records and interview with Staff.

WRITTEN NOTIFICATION: Falls prevention and management

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 54 (1)

Falls prevention and management

s. 54 (1) The falls prevention and management program must, at a minimum, provide for strategies to reduce or mitigate falls, including the monitoring of residents, the

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review of residents' drug regimes, the implementation of restorative care approaches and the use of equipment, supplies, devices and assistive aids. O. Reg. 246/22, s. 54 (1).

The falls prevention and management program must include monitoring of residents. In accordance with Ontario Regulation (O. Reg.) 246/22, section (s.) 11 (1)(b), the licensee is required to ensure that the written policies developed for the falls prevention and management program are complied with.

a) The home's Resident Fall Prevention Program requires staff to complete the Head Injury Routine (HIR) when a resident sustains an unwitnessed fall. A day in September 2025, the resident experienced an unwitnessed fall; however, the HIR was not completed following the incident.

Sources : Resident Clinical records, Resident Fall Prevention Program , Head injury routine, CI #2908-000043-25 and Interview with staff.

b) The home's Fall Prevention and Management Program requires that a Head Injury Routine (HIR) be initiated for any resident who may have sustained a head injury as a result of a fall or any incident where the resident's head may have come into contact with a hard surface. A day in November 2025, the resident fell and struck their head; however, the HIR was not completed following the incident.

Sources: Resident's clinical records, interview with Director of Care (DOC), Resident Fall Prevention Program and Head Injury Routine.