

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: January 20, 2025
Inspection Number: 2025-1365-0001
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 West Williams, Kitchener

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 14-17, 2025.

The following intake(s) were inspected:

- Intake: #00131976 related to a fall of a resident resulting in injury.
- Intake: #00133182 Follow-up CO #001 from Inspection #2024-1365-0004 related to O. Reg. 246/22 - s. 40 safe transferring and positioning techniques.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2024-1365-0004 related to O. Reg. 246/22, s. 40

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

Infection Prevention and Control

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Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: INFECTION PREVENTION AND CONTROL PROGRAM

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

Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

As outlined in the Infection Prevention and Control (IPAC) Standard, revised September 2023, section 7.3 (b) stated that the IPAC Lead is responsible for ensuring that audits are performed, at least quarterly, to ensure that all staff can perform the IPAC skills required for their role.

The licensee has failed to ensure that the IPAC Lead completed department-specific audits for all staff to ensure that they could perform the IPAC skills required of their role. Additionally, because staff names were not being documented, it resulted in the IPAC Lead not being able to review and track the completion of IPAC audits for all staff.

Sources: IPAC audits, interviews with the IPAC Lead and DOC.