

Ministry of Long-Term Care

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

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: September 18, 2025

Inspection Number: 2025-1423-0004

Inspection Type:

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 Royal Oak, Kingsville

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 16, 17, 18, 2025

The following intake(s) were inspected:

-Intake: #00154451 Critical Incident System report #2939-000061-25 related to alleged resident to resident abuse.

-Intake: #00157314 -Critical Incident System report #2939-000067-25 related to a fall with injury.

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

Responsive Behaviours

Prevention of Abuse and Neglect

Falls Prevention and Management

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INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.