

Public Report

Report Issue Date: October 23, 2025

Inspection Number: 2025-1139-0007

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 Aurora, Aurora

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 14 - 17 and 20 - 23, 2025.

The following intake(s) were inspected:

- A Critical Incident (CI) related to the improper care of a resident by care staff.
- A complaint related to the improper care of a resident.
- A CI related to the alleged physical abuse of a resident by care staff.

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

Resident Care and Support Services
Continence Care
Food, Nutrition and Hydration
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Transferring and positioning techniques

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

Non-compliance with: O. Reg. 246/22, s. 40

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

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The Licensee failed to ensure that a Personal Support Worker (PSW) utilized a safe transferring technique when assisting a resident.

The resident required the use of a mechanical device to transfer. On several occasions, they were transferred with only one staff member present.

The homes policy stated, two staff were required at all times when a mechanical device is used to transfer a resident.

Sources: Complaint, CI report, Resident's electronic medical records, Long Term Care (LTC) homes investigation Notes, AgeCare Policy - Resident Lift and Transfer Program and interview with care staff.



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

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