

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

Public Report

Report Issue Date: April 20, 2026

Inspection Number: 2026-1139-0004

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): April 13-17, 20, 2026

The following intake(s) were inspected:

One intake related to a fall of a resident
One intake related to a complaint alleging improper care of a resident

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

Resident Care and Support Services
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (9) 2.

Plan of care

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

2. The outcomes of the care set out in the plan of care.

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On an identified date, a resident experienced an event that resulted in an injury. Prior to the event, the resident was assessed to have an identified risk level. As per their electronic care plan, an intervention was required to better support the resident. During an interview, a nursing management staff asserted that the resident had refused the intervention prior to the event, but there were no records of their refusal.

Sources: A resident's clinical records and interviews with staff

WRITTEN NOTIFICATION: Emergency Plans

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

Non-compliance with: O. Reg. 246/22, s. 268 (4) 1. vi.

Emergency plans

s. 268 (4) The licensee shall ensure that the emergency plans provide for the following:

1. Dealing with emergencies, including, without being limited to,
vi. medical emergencies,

The home's medical emergency policy indicated that staff was to initiate a procedure when the resident experienced life-threatening condition. On an identified date, the resident had experienced a condition where staff did not initiate such procedure as per the home's policy.

Sources: A resident's clinical records, and interviews with staff



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

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