

**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

<b>Original Public Report</b>	
<b>Report Issue Date:</b> October 16, 2023	
<b>Inspection Number:</b> 2023-1234-0003	
<b>Inspection Type:</b> Critical Incident	
<b>Licensee:</b> Iris L.P., by its general partners, Iris GP Inc. and AgeCare Iris Management Ltd.	
<b>Long Term Care Home and City:</b> AgeCare Aylmer, Aylmer	
<b>Lead Inspector</b> Tatiana Pyper (733564)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): September 29, 2023, October 3, and 4, 2023.</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00095145 -CIS # 2740-000019-23 related to falls prevention and management.</li> <li>• Intake: #00096583 – CIS# 2740-000020-23 related to an incident that resulted in a significant change in health status.</li> </ul>

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

- Infection Prevention and Control
- Safe and Secure Home
- Falls Prevention and Management

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

## INSPECTION RESULTS

### COMPLIANCE ORDER CO #001 Safe and Secure Home

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: FLTCA, 2021, s. 5

**The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:**  
Specifically, the licensee must:

- A) Develop and implement a policy with a focus on residents' safety.
- B) Ensure residents are assessed for safety prior to being able to utilize the grounds of the home.
- C) Assess and implement safety measures in a specific area of the home.
- D) Ensure staff members of the long-term care home are trained on the safety of residents in the specific area of the home upon hire, and yearly thereafter.

#### Grounds

A Critical Incident Report was received by the Director after a resident sustained an injury resulting in a significant change in their health status, and then the resident later died.

Inspector #733564 noted there were some safety concerns related to the grounds of the home and this affected where some residents would travel.

Review of the resident's clinical records indicated that they were able to make their own decisions, and often enjoyed spending time outdoors.

After review, it was noted that there was no home policy in place regarding the safety of the residents who traveled on the grounds of the home. Review of the resident's care plan noted that they did not have any additional safety measures implemented to ensure their safety while travelling on the grounds of the home.

Director of Care (DOC) stated that the resident was not assessed for safety for the area they were in when they sustained a significant injury.

DOC stated that the resident refused additional medical treatment.

**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

At a later date, the resident did seek additional medical treatment, their condition declined, and they passed.

The resident's injury caused them a significant change and decline in their health, required palliative measures, and later passed away.

**Sources:** Review of resident's clinical records, review of resident's hospital records, observations of the parking lot of the home, interview with PSW, and Director of Care.

[733564]

**This order must be complied with by November 14, 2023**

**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

## **REVIEW/APPEAL INFORMATION**

### **TAKE NOTICE**

The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

#### **Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

**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

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON, M5S 1S4

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON, M7A 1N3  
e-mail: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).