

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: October 23, 2025

Inspection Number: 2025-1075-0006

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 Elmira, Elmira

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 21-23, 2025

The following intake(s) were inspected:

Intake: #00157885: Related to fall prevention and management.

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

Pain Management

Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Required programs

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

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Non-compliance with: O. Reg. 246/22, s. 53 (1) 4.

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

4. A pain management program to identify pain in residents and manage pain. O. Reg. 246/22, s. 53 (1); O. Reg. 66/23, s. 10.

The licensee has failed to ensure that a pain score was documented for a resident.

In accordance with O. Reg. 246/22, s. 11 (1) (b), the licensee was required to ensure that the written policies developed for the pain management program were complied with. Specifically, the home's Pain Management Program Policy required that a pain score was recorded when a resident had new pain, and both before and after giving any as-needed pain medication.

A resident had a fall and was provided as-needed pain medication. Staff did not complete the required pain scores.

Sources: Pain Management Program Policy LTC-ON-200-05-06, (last revised July 2024), resident clinical records, and interviews with staff.