

**Ministry of Long-Term Care**

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

**Hamilton District**

119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Public Report

**Report Issue Date:** April 30, 2025

**Inspection Number:** 2025-1318-0002

**Inspection Type:**

Critical Incident  
Follow up

**Licensee:** Regency LTC Operating Limited Partnership, by its general partners,  
Regency Operator GP Inc. and AgeCare Iris Management Ltd.

**Long Term Care Home and City:** AgeCare Wenleigh, Mississauga

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 17, 22-25, 28-30, 2025.

The following intake(s) were inspected:

- Intake: #00139817 - Critical Incident (CI) 2833-000009-25 - related to infection prevention and control;
- Intake: #00138866 - Follow-up #: 1 - O. Reg. 246/22 - s. 78 (7) (c), CDD: March 31, 2025.

The following intake(s) were completed:

- Intake: #00136844 - CI 2833-000003-25 - related to infection prevention and control;
- Intake: #00139366 - CI 2833-000007-25 - related to infection prevention and control.

## Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

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Order #001 from Inspection #2024-1318-0004 related to O. Reg. 246/22, s. 78 (7) (c)

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

Food, Nutrition and Hydration  
Infection Prevention and Control

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Infection prevention and control program

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

**Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)**

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee failed to ensure that any standard or protocol issued by the Director with respect to infection prevention and control was implemented.

Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes revised September 2023, indicated under section 9.1 that Additional Precautions were to be followed in the IPAC Program which included (f) additional personal protective equipment (PPE) requirements, including appropriate selection, application, removal and disposal. On an identified date, a care staff member failed to don eye protection prior to providing direct care to a resident on additional precautions.

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Sources: Observation of staff member, additional precautions signage, resident's care plan and staff interviews.

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

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