

Public Report

Report Issue Date: September 15, 2025

Inspection Number: 2025-1384-0005

Inspection Type:
Critical Incident

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 Brant, Burlington

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): September 10-12, 15, 2025

The following Critical Incident (CI) intakes were inspected:

- Intake: #00154065 -CI 2900-000026-25 - related to fall prevention and management.
- Intake: #00155158 -CI 2900-000028-25 - related to fall prevention and management.
- Intake: #00155489 -CI 2900-000029-25 - related to prevention of abuse and neglect.

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

- Prevention of Abuse and Neglect
- Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to protect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

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
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The licensee failed to protect a resident from physical and emotional abuse by a visitor.

Section 2 of Ontario Regulation (O. Reg.) 246/22 defines “physical abuse” as the use of physical force by anyone other than a resident that causes physical injury or pain.

Section 2 of Ontario Regulation (O. Reg.) 246/22 defines “emotional abuse” as any threatening, insulting, intimidating or humiliating gestures, actions, behaviour or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident.

A visitor physically and emotionally abused a resident, causing injury, pain and emotional distress.

Sources: CI Report, review of resident's clinical records, staff interviews.