

Assisted Living Registry Substantiated Complaint Information

Complaint #: C2021-S65

Name of Residence: Amica West Vancouver Address: 659 Clyde Avenue, West Vancouver

Legal Name of Registrant (Operator): Amica West Vancouver Inc.

The complaint investigation was concluded on February 17, 2022. A summary of the findings of non-compliance(s) with the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions:

- **In compliance:** meets the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.
- **Not in compliance:** no evidence of meeting the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.

FINDINGS				
Section of the Act or Regulation	Category	Date of non- compliance	Date of compliance	Compliance Status
Community Care and Assisted Living Act	Assisted Living Residences	February 17, 2022		Not in compliance
Requirement: Section 26 (5): A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance A	action: N/A
Observation: The registrant did not adequately monitor a resident after a fall.				

Actions taken or to be taken by Registrant (Operator): The registrant is to review and update their policy regarding falls to ensure adequate monitoring of the residents' health and safety. The registrant is to submit the updated policy to the Registry for review.

Actions taken or to be taken by Registry: Investigator will review the updated policy, once submitted, to ensure adequate monitoring is in place to protect the health and safety of residents.

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