



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S21

Name of Residence: The Cedars at Beulah Gardens

Address: 3355 East 5th Avenue Vancouver BC

Legal First and Last Name/Operator of Residence: BG Cedars Society

The complaint investigation was concluded on June 24, 21. 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
Assisted Living Regulation	Assisted Living Residences	June 24, 2021	November 8, 2021	In compliance
Requirement: Section 31 (3) (b) Residency Agreement. On signing a residency agreement, a registrant must give to the resident written information respecting how to contact the registrar to make a complaint, including the registrar's contact information, and inform the resident in a manner that is appropriate to the resident's needs and capabilities of the contents of the materials given.			Compliance Action: Operator updated the residency agreement to include the Assisted Living Registry contact information.	
Observation: The registrant did not include the Assisted Living Registry contact information in the residency agreement.				
Actions taken or to be taken by Operator: Registrant to add the Assisted Living Registry contact information into the residency agreement and submit to Registry. No further actions required.				
Actions taken or to be taken by Registry: Investigator will review agreement once submitted and follow up with registrant. No further actions required.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Assisted Living Residences	June 24, 2021	November 8, 2021	In compliance
Requirement: Section 52 Missing Resident. A registrant must make a plan describing the procedures to be followed on becoming aware that a resident is a missing person.			Compliance Action: Operator updated the missing person policy.	
Observation: Registrant was unable to provide detailed information relating to the actions taken by staff.				
Actions taken or to be taken by Operator: Update missing person policy and submit the policy to the Registry for review. No further actions required.				
Actions taken or to be taken by Registry: Investigator will review policy once submitted and follow up with registrant. No further actions required.				