

<u>Assisted Living Registry</u> Substantiated Complaint Information

Name of Residence: Chestnut Place

Address: 453 Winnipeg Street, Penticton BC V2A 5M7

Legal Name of Registrant (Operator): Penticton and District Society for Community Living

The complaint investigation was concluded on August 3, 2022. A summary of the findings of non-compliance(s) with the <u>Community Care and Assisted Living Act</u> (Act) and/or the <u>Assisted Living Regulation</u> follows. This information is updated as the operator comes into compliance.

Complaint #: C2022-S38

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						
Act or Regulation	Category	Date of non- compliance	Date of compliance	Compliance Status		
Assisted Living Regulation	Residents	August 3, 2022		Not in compliance		
Requirement: Section and complaints. (1) A redescribing all of the following and personal representate make a complaint to relevant to (i) the operation of the following services, or (iii) the implement agreements	egistrant must mowing: If their contact perives, if any, may lead the registrant about the assisted live of hospitality serventation of their resolution at the addresse in a fair, timely and the actions take a registrant policy did now irements listed until the describes whe laint process.	rsons and oring a concern or out any matter ing residence, vices and assisted sidency d, and complaints d effective is made to the cord of the en under ot include enough nder section 43(1).	•	ction: Required completed by the		

Actions taken or to be taken by Registrant (Operator): The Registrant must revise their complaint policy to include a detailed description of the complaint process and to correctly describe when a complainant can submit their complaint to the Assisted Living Registry.

Submit a copy of the revised complaint policy to the Registry. Once the revised policy has been approved by the Registry, the Registrant must provide evidence that the revised complaint policy has been shared with staff and residents.

Template update July 12, 2022 Page 1 of 2



The Registrant must also ensure the complaint policy is followed in the future and that records are kept.

Actions taken or to be taken by Registry: The Registry has provided educational resources to the Registrant.

The Registry will review the revised complaint policy and evidence that it has been shared with staff and residents.

FINDINGS						
Act or Regulation	Category	Date of non-	Date of	Compliance Status		
		compliance	compliance			
Assisted Living	Start of	August 3, 2022		Not in compliance		
Regulation	Residency					
Requirement: <u>Section 31(1) – Residency agreement.</u> A			Compliance Action: Required			
registrant may accept a person as a resident by making a			actions not yet completed by the			
written residency agreement with the person that includes			registrant			
all of the applicable content set out in <u>Schedule C</u> .						
Observation: Residency agreements have not been revised						
since 2006, contain inaccurate information, and do not						
include all of the requirements listed under Schedule C.						
Specifically, the agreements do not correctly describe the						
Registrant's duties and responsibilities, the rights of						
residents, and the confidentiality of resident records.						
T						
The agreements also d						
 training of the s assisted living se 	taff responsible for ervices					
the criteria for assessing resident suitability and for						
deciding whether to end a residency						
an adequate descould be change	scription of how the ed					
	scription of all the fe					
	rmation of the resid					

Actions taken or to be taken by Registrant (Operator): The Registrant must revise their residency agreement to include accurate and detailed descriptions of the Registrant's duties and responsibilities to residents and to the Registry, the rights of residents as they relate to residing in an assisted living residence, the confidentiality of resident records, the training of staff providing assisted living services, the criteria used for assessing resident suitability and for deciding whether to end a residency, how the agreement could be changed, the fees and deposits payable by the resident, and the contact information of the residence manager.

Submit a copy of the revised residency agreement to the Registry.

Submit a plan for the review and signing of the revised residency agreements with current residents to the Registry.

Actions taken or to be taken by Registry: The Registry has provided educational resources to the Registrant.

The Registry will review the revised residency agreement once submitted.

The Registry review the Registrant's plan for the review and signing of the revised agreements with current residents.

Template update July 12, 2022 Page 2 of 2