



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-M22

Name of Residence: Coast Mental Health - Storeys

Address: 8080 Anderson Avenue, Richmond BC

Legal First and Last Name/Operator of Residence: Coast Foundation Society (1974)

The complaint investigation was concluded on May 4, 2021. 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
<i>Community Care and Assisted Living Act</i>	Assisted Living Residences	May 4, 2021		Not In Compliance
Requirement: Section 26 (5): Operating an assisted living residence. 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 Action: N/A	
Observation: The registrant is not adequately ensuring the health and safety of residents.				
Actions taken or to be taken by Operator: The registrant to provide an updated policy addressing how they will ensure the health and safety of residents regarding all activities on site.				
Actions taken or to be taken by Registry: Investigator will review policy once submitted and follow up with registrant.				

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	May 4, 2021		Not In Compliance
Requirement: Section 26.1 (1)(a) and (c): Persons not allowed to reside in an assisted living residence. A registrant must not allow a person to reside in the residence if the person (a) is unable to make, on their own behalf, decisions that are necessary to live safely, or (c) behaves in a manner that jeopardizes the health or safety of others.			Compliance Action: N/A	
Observation: The registrant has not ensured all residents are able to make decisions on their own behalf that are necessary to live safely. The registrant has allowed behaviors that pose an increased risk to the health and safety of others.				
Actions taken or to be taken by Operator: The registrant must provide a policy demonstrating how residents are assessed for suitability to live in the assisted living residence based on the criteria of Section 26.1.				
Actions taken or to be taken by Registry: Investigator will review policy once submitted and follow up with registrant.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Emergency Preparedness	May 4, 2021		Not In Compliance
Requirement: Section 28 (2): Opioid overdoses. A registrant must develop a plan describing the procedures to be followed to prevent and respond to opioid overdoses by residents.			Compliance Action: An interim safety plan has been put into place.	
Observation: The registrant’s opioid overdose plan policy did not adequately protect the health and safety of residents.				
Actions taken or to be taken by Operator: The registrant must provide an updated policy demonstrating how they will prevent and respond to opioid overdoses.				
Actions taken or to be taken by Registry: Investigator will review policy once submitted and follow up with registrant.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	May 4, 2021		Not In Compliance
Requirement: Section 29: Admission screening. Before accepting a person as a resident, a registrant must first be satisfied: (a) that the person does not require care; (b) that the person is not prohibited, under section 26.1 of the Act from residing in the assisted living residence, and (c) that the person may reside in the assisted living residence without jeopardizing the health and safety of that person or of any other resident, given (i) that person’s needs and capabilities, and (ii) the assisted living services provided by or through the registrant.			Compliance Action: N/A	
Observation: Adequate screening of residents has not been completed.				
Actions taken or to be taken by Operator: Registrant to provide a policy demonstrating the steps and processes taken to screen new residents, before they move in.				
Actions taken or to be taken by Registry: Investigator will review policy once submitted and follow up with registrant.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	May 4, 2021		Not In Compliance
Requirement: Section 40: Monitoring residents. A registrant must do both of the following: (a) Monitor residents’ health and safety, taking reasonable steps to avoid undue interference with personal privacy, and (b) Advise a resident and, if appropriate, a resident’s contact person if the resident’s health or safety is or may be jeopardized.			Compliance Action: N/A	
Observation: Adequate monitoring of residents has not been completed. The registrant’s Frequent Client Contact Protocol did not adequately protect the health and safety of residents.				
Actions taken or to be taken by Operator: Registrant must provide an updated policy demonstrating the steps and processes necessary to monitor and protect resident health and safety.				
Actions taken or to be taken by Registry: Investigator will review policy once submitted and follow up with registrant.				