



Assisted Living Registry  
Substantiated Complaint Information

Complaint #: C2021-S43

Name of Residence: Heritage Place (Alberni Valley)

Address: 4360 Heritage Lane, Port Alberni

Legal Name of Registrant (Operator): Alberni Valley Assisted Living Society

The complaint investigation was concluded on September 16, 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
Assisted Living Regulation	Residents	September 16, 2021	February 3, 2022	In compliance
<b>Requirement: Section 38 (1): Respect for personal decisions.</b> A registrant must not  (a) intervene in the making of a personal decision by a resident or when a resident is carrying out a personal decision;  (b) prevent a resident from carrying out a personal decision.			<b>Compliance Action:</b> The Registrant has developed a staff information and policy manual, and provided staff education, relating to residents’ rights.	
<b>Observation:</b> The Registrant intervened in the resident making and carrying out personal decisions regarding assisted living and hospitality services.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must ensure employees are familiar with and follow the Residency agreement and legislative requirements. Registrant must conduct staff training that addresses residents’ rights and refusal of services by residents.  No further action required.				
<b>Actions taken or to be taken by Registry:</b> No further action required.				