



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2022-S09

Name of Residence: Kamloops Seniors Village

Address: 1220 Hugh Allan Drive, Kamloops BC V1S 2B3

Legal Name of Registrant (Operator): Kamloops Seniors Village 3 LLP

The complaint investigation was concluded on June 6, 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	June 6, 2022	Dec 19, 2022	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: Special event policies and procedures have been developed and implemented.	
Observation: For a special event that was held on site, the operator did not have either of the following in place: <ul style="list-style-type: none">A clear plan for staff roles and responsibilitiesDifferent policies and procedures for staff to follow in an emergency				
Actions taken or to be taken by Registrant (Operator): Create special event policies and procedures that: <ul style="list-style-type: none">specify the roles and responsibilities of staffinform staff how to respond in an emergency Train staff on the special event policies and procedures.				
Actions taken or to be taken by Registry: No further action required.				