

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 November 23, 2022. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (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				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing hospitality services	November 23, 2022	January 16, 2023	In Compliance
Requirement: Section 55 (2) and (3): Menu Plan . A Registrant must ensure that a menu plan is developed that <ul style="list-style-type: none">(a) describes the meals, fluids and snacks for each day over at least a 4 week cycle,(b) is consistent with the recommendations set out in Canada's Food Guide, and(c) provides for a variety of foods and fluids, taking into consideration the nutritional needs and cultural, spiritual and personal preferences of residents. A registrant must consult with a dietitian <ul style="list-style-type: none">(a) to make an initial menu plan, and(b) to review and, if appropriate, revise the menu plan if the daily menu changes significantly, or 5 years have passed since the menu plan was last reviewed.			Compliance Action: The Registrant submitted a copy of their current menu that was approved by a registered dietician on January 16, 2023. During a site inspection, investigators observed the registrant had posted menus appropriately and was in compliance with regulation.	
Observation: During the investigation, the Registrant did not meet the timelines requesting documentation.				
Actions taken or to be taken by Registrant (Operator): The Registrant must submit a copy of their current menu and evidence that a registered dietician has determined within the last 5 years that it is consistent with the recommendations set out in Canada’s Food Guide. No further actions required.				
Actions taken or to be taken by Registry: No further action required.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative Matters	November 23, 2022	January 16, 2023	In compliance
Requirement: Section 79: Giving records to the Registrar . A registrant must make all records referred to in this regulation available to the registrar on request of the registrar and within the period requested.			Compliance Action: Registrant discovered that they had unintentionally missed timelines due to technical communication issues. During the site inspection, Registry investigators were able to confirm the Registrant had since resolved technical communication issues. The Registrant was cooperative during the site inspection and no areas of concern were noted.	
Observation: During the investigation, the Registrant did not meet the timelines requesting documentation.				
Actions taken or to be taken by Registrant: The Registrant is expected to comply with the requirements of the Community Care and Assisted Living Act and the Assisted Living Regulation . The Registrant must provide a plan of how the operator will work cooperatively with the Registry. No further actions required.				
Actions taken or to be taken by Registry: No further action required.				