

Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-S35

Name of Residence: The Cascades

Address: 45586 McIntosh Drive, Chilliwack

Legal Name of Registrant (Operator): Sienna-Baltic (Cascades) Inc.

The complaint investigation was concluded on November 3, 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	Emergency Preparedness	November 3, 2022	February 1, 2023	In compliance
Requirement: Section 25 (1) (d): Emergency response plan : A registrant must make an emergency response plan that describes a plan to ensure that residents continue to receive adequate hospitality services and assisted living services during and following an emergency.			Compliance Action: Registrant provided an updated emergency plan which includes the requested requirements.	
Observation: Emergency management plan does not include how hospitality and assisted living services will be provided to residents during and after an emergency.				
Actions taken or to be taken by Registrant (Operator): The emergency management plan requires updating to include how hospitality and assisted living services will be provided to residents during and after an emergency. Submit an updated emergency management plan to the Registry. No further action required.				
Actions taken or to be taken by Registry: No further action required.				