

## Assisted Living Registry

Complaint #: C2022-S62

### Substantiated Complaint Information

**Name of Residence:** Aspira Peninsula Retirement Living

**Address:** 2088 - 152 Street, Surrey

**Legal Name of Registrant (Operator):** The Royale West Coast LP

The complaint investigation was concluded on December 8, 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                    |                        |                                                                                                                                                                                                                      |                   |
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| Act or Regulation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Category           | Date of non-compliance | Date of compliance                                                                                                                                                                                                   | Compliance Status |
| Assisted Living Regulation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Start of Residency | December 8, 2022       | March 28, 2023                                                                                                                                                                                                       | In compliance     |
| <b>Requirement:</b> <a href="#">Section 31 (1) Residency agreement</a> . A registrant may accept a person as a resident by making a written residency agreement with the person that includes all of the applicable content set out in <a href="#">Schedule C</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                         |                    |                        | <b>Compliance Action:</b> Registrant has submitted a copy of a residency agreement that complies with regulation as well as an appropriate plan for the review and signing of the revised agreements with residents. |                   |
| <b>Observation:</b> Residency agreements do not correctly describe the Registrant's duties and responsibilities, the rights of residents, and the confidentiality of resident records.<br><br>The agreements also do not include descriptions of <ul style="list-style-type: none"><li>• training of the staff responsible for providing assisted living services</li><li>• the criteria for assessing resident suitability and for deciding whether to end a residency</li><li>• an adequate description of how the agreement could be changed</li><li>• an adequate description of all the fees and deposits payable by the resident</li><li>• the contact information of the residence manager</li></ul> |                    |                        |                                                                                                                                                                                                                      |                   |



**Actions taken or to be taken by Registrant (Operator):** The Registrant must revise their residency agreement to include accurate and detailed descriptions of:

- the Registrant's duties and responsibilities to residents and to the Registry,
- the rights of residents as they relate to residing in an assisted living residence,
- the confidentiality of resident records,
- the training of staff providing assisted living services,
- the criteria used for assessing resident suitability and for deciding whether to end a residency,
- how the agreement could be changed,
- the fees and deposits payable by the resident, and
- the contact information of the residence manager.

Submit a copy of the revised residency agreement and a plan for the review and signing of the revised agreements with current residents.

Registrant to implement their plan to review revised agreements with residents, as submitted.

No further actions required.

**Actions taken or to be taken by Registry:** No further actions.

#### FINDINGS

| Act or Regulation                                                                                                                                                                                                                                                                                                                                                                                   | Category           | Date of non-compliance | Date of compliance                                                                                                   | Compliance Status |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------|
| Assisted Living Regulation                                                                                                                                                                                                                                                                                                                                                                          | Start of Residency | December 8, 2022       | August 30, 2022                                                                                                      | In compliance     |
| <b>Requirement:</b> <a href="#">Section 45 (1) Planned end of residency.</a><br>A registrant must ensure that a transition plan is developed for a resident that provides for ending a resident's residency if the resident's needs and capabilities change such that the resident is no longer allowed, under <a href="#">section 26.1 of the Act</a> , to reside in an assisted living residence. |                    |                        | <b>Compliance Action:</b> Registrant drafted and implemented a transition plan policy that complies with regulation. |                   |
| <b>Observation:</b> Registrant did not have a transition plan policy in place at time of complaint.                                                                                                                                                                                                                                                                                                 |                    |                        |                                                                                                                      |                   |
| <b>Actions taken or to be taken by Registrant (Operator):</b> Draft and implement transition plan policy for residents. Submit the transition plan policy to the Registry for review and approval.<br><br>No further actions.                                                                                                                                                                       |                    |                        |                                                                                                                      |                   |
| <b>Actions taken or to be taken by Registry:</b> The Registry has provided educational resources to the Registrant and will continue to monitor progress.                                                                                                                                                                                                                                           |                    |                        |                                                                                                                      |                   |

| FINDINGS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                            |                        |                                                                                                                                                                                                                                                                                                             |                   |
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| Act or Regulation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Category                   | Date of non-compliance | Date of compliance                                                                                                                                                                                                                                                                                          | Compliance Status |
| Assisted Living Regulation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Resident Health and Safety | December 8, 2022       | March 28, 2023                                                                                                                                                                                                                                                                                              | In compliance     |
| <b>Requirement:</b> <a href="#">Section 51(2) Reportable incidents.</a><br>A registrant must do all of the following:<br><br>(a) take immediate and appropriate action to respond to the incident<br><br>(b) within 24 hours of the incident, report the incident to all of the following:<br><br>(i) the registrar, in the form and manner required by the registrar<br><br>(ii) the resident's contact person, if appropriate, and any other person the resident requests<br><br>(iii) if the resident is the beneficiary of a funding program, a representative of the funding program<br><br>(c) make a record of the reportable incident and of the actions taken under paragraph (a)<br><br><b>Observation:</b> Registrant has not been reporting incidents as required. Registrant did not have a policy guiding staff on incident reporting. |                            |                        | <b>Compliance Action:</b> Registrant submitted a reportable incident policy to the Registry that complies with regulation.<br><br>Registrant also submitted evidence demonstrating that staff have been provided training about the reportable incident policy and that this training has been implemented. |                   |
| <b>Actions taken or to be taken by Registrant (Operator):</b> Draft and submit a reportable incident policy guiding staff on the requirements of reporting.<br><br>Submit evidence demonstrating staff have been educated on the reportable incident policy and that it has been implemented.<br><br>No further action required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |                        |                                                                                                                                                                                                                                                                                                             |                   |
| <b>Actions taken or to be taken by Registry:</b> The Registry has provided educational resources to the Registrant and will monitor progress through an audit of the reportable incidents submitted throughout the coming year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |                        |                                                                                                                                                                                                                                                                                                             |                   |