



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-S02

Name of Residence: Kamloops Seniors Village

Address: 1220 Hugh Allan Drive Kamloops

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

The complaint investigation was concluded on January 6, 2023. 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	Residents	January 6, 2023	April 19, 2023	In compliance
Requirement: Section 39 (1) Respect for resident privacy : A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident, including the privacy of each resident's unit, belongings and storage area.			Compliance Action: The registrant has demonstrated that staff have been trained on the policy and procedure for entering a residents' suite.	
Observation: Staff did not follow the residency agreement and entered a resident's suite without the resident or responsible party's permission.				
Actions taken or to be taken by Registrant (Operator): The registrant must ensure that staff are trained and follow operational policies and procedures relating to residents' personal privacy. The registrant must review with current staff and educate new staff the expectations regarding entering a residents' suite without the resident or responsible party's permission.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident health and safety	January 6, 2023	April 19, 2023	In compliance
Requirement: Section 50 Duties respecting resident abuse and neglect : A registrant must ensure that a resident is not, in the course of receiving hospitality services or assisted living services, subjected to any type of abuse or neglect described in Schedule E .			Compliance Action: Since the incident, the registrant has taken action to review policy and procedures with staff, has conducted staff meetings and has provided training of staff relating to abuse.	
Observation: It was determined that an incident occurred where a staff took control of a resident’s power wheelchair and moved the resident without the resident’s permission.				



The staff did not respect the resident’s physical and emotional well-being and exhibited took actions that were inappropriate to the situation.	
Actions taken or to be taken by Registrant (Operator): The registrant must train and educate staff on steps to deescalate situations and the duties regarding protecting residents from abuse.	
Actions taken or to be taken by Registry: No further action.	