

Name of Residence: Heritage Place (Alberni Valley)

Address: 4360 Heritage Lane, Port Alberni BC

Legal Name of Registrant (Operator): Alberni Valley Assisted Living Society

The complaint investigation was concluded on May 1, 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	Standards for Operations	May 1, 2023	May 1, 2023	In compliance
Requirement: Section 19 (3) (a) Safety . A registrant who operates an assisted living residence of the Seniors and Persons with Disabilities class must ensure that residents may lock their own units.			Compliance Action: The operator replaced the lock.	
Observation: Resident was unable to lock their suite door.				
Actions taken or to be taken by Registrant (Operator): Operator must repair or replace suite lock. No further actions required.				
Actions taken or to be taken by Registry: No further action.				