



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-S24

Name of Residence: Forest Glen

Address: 1783 St. Jacques Blvd, Ucluelet

Legal Name of Registrant (Operator): Debbie Webb

The complaint investigation was concluded on June 29, 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	Start of Residency	June 29, 2023	August 22, 2023	In compliance
Requirement: Section 31 (1): Residency agreement . 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 Schedule C .			Compliance Action: Registrant has submitted a residency agreement that meets the requirements of Schedule C of the Assisted Living Regulation.	
Observation: Registrant does not have a residency agreement as required in Schedule C of the Assisted Living Regulation.				
Actions taken or to be taken by Registrant (Operator): Create a residency agreement specific to assisted living residents and contains all of the requirements in Schedule C the Assisted Living Regulation. No further actions.				
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	Residents	June 29, 2023	August 22, 2023	In compliance
Requirement: Section 43 (1): Resident concerns and complaints . A registrant must make a policy describing all of the following: (a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to (i) the operation of the assisted living residence, (ii) the provision of hospitality services and assisted living services, or (iii) the implementation of their residency agreements (b) how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			Compliance Action: Registrant has submitted a complaint policy that meet the requirements of Section 43 of the Assisted Living Regulation.	



Observation: No evidence was submitted that the residence has a complaint policy.	
Actions taken or to be taken by Registrant (Operator): Create a complaint policy and submit to the Registry. No further actions.	
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	Residents	June 29, 2023	August 22, 2023	In compliance
Requirement: Section 43 (3) (a): Resident concerns and complaints . If a concern is brought or a complaint is made to the registrant make reasonable attempts to address the concern or resolve the complaint.			Compliance Action: Registrant has submitted evidence that steps have been taken to resolve the complaint.	
Observation: Evidence submitted did not show that reasonable attempts to resolve a complaint were taken.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide the Registry evidence of the steps taken to resolve the complaint. No further actions.				
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	Resident Health and Safety	June 29, 2023	August 22, 2023	In compliance
Requirement: Section 48 (3) (a): Tobacco, vapour products and cannabis . A registrant must make a policy for the possession and disposal by anyone of tobacco, e-cigarettes and cannabis, other than medical cannabis, on the premises.			Compliance Action: Registrant has submitted a policy for tobacco, vapour and cannabis produces and their use on the premise.	
Observation: Residence does not have a policy regarding where residents are able to use tobacco, vapour, and cannabis products.				
Actions taken or to be taken by Registrant (Operator): Create a policy regarding the use of tobacco, vapour and cannabis products on site. Provide evidence that the residents have been advised of the policy.				
No further actions.				
Actions taken or to be taken by Registry: No further action required.				