

Substantiated Complaint Information

Name of Residence: Cedars at Hopehill

Address: 3355 East 5th Avenue, Vancouver

Legal Name of Registrant (Operator): The Cedars Assisted Living at Hopehill Society

The complaint investigation was concluded on July 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 | May 30, 2023 | July 6, 2023 | In compliance |
| Requirement: Section 35 (3): Review of personal service plan : On request of a resident, a registrant must give to the resident a signed copy of the resident's revised personal service plan. | | | Compliance Action: The Registrant submitted a policy for providing copies of personal service plans. The Registrant also provided an implementation plan. | |
| Observation: Registrant denied a resident a copy of their personal service plan. | | | | |
| Actions taken or to be taken by Registrant (Operator): Develop a policy regarding the process for providing residents with copies of personal service plans, when requested by a resident. Submit a plan detailing how staff will be informed of the policy and how the policy will be implemented. No further actions required. | | | | |
| Actions taken or to be taken by Registry: No further action required. | | | | |