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Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2024-S04

Name of Residence: Heritage Place

Address: 4360 Heritage Lane, Port Alberni, BC

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

The complaint investigation was concluded on March 20, 2024. 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	January 30, 2024	February 21, 2024	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 demonstrated that they have removed all electronic surveillance equipment.
Observation: The residency agreement does not include information pertaining to the use of electronic surveillance at the residence.	

Actions taken or to be taken by Registrant (Operator): The Registrant is required to remove all electronic surveillance from the premises. The Registrant has been advised that in future, should they wish to implement electronic surveillance, they must do so in a manner that meets the requirements of the Assisted Living Regulation. No further actions to be taken.
Actions taken or to be taken by Registry: No further actions.