

Substantiated Complaint Summary

Name of Residence: The Hamlets at Westsyde

Address: 3255 Overlander Drive, Kamloops BC

Legal Name of Registrant (Operator): Yarrow Limited Partnership

This report is a summary of issues found to be non-compliant with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on July 24, 2025. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- Compliance Status**
 - Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
 - In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	July 24, 2025		Non-compliance
Requirement: Section 15(2)(b) If more than one class or non-residents. A registrant who operates an assisted living residence to which this section applies must: (b) make a policy describing how the use of common areas shared by residents of more than one class, or by residents and non-residents, will be managed to protect the health and safety of residents.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: The common areas policy does not adequately detail the usage of shared space between Long-Term Care, Assisted Living, and the daycare.				
Actions taken or to be taken by Registrant (Operator): The Registrant must provide an updated common areas policy that provides details on the usage of shared space to the Assisted Living Registry by September 11, 2025.				
Actions taken or to be taken by Registry: Review the policy.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	July 24, 2025		Non-compliance
Requirement: Section: 43(1)(b) Resident concerns and complaints. The registrant must make a policy describing: (b) how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: The complaint policy is deficient in providing clear procedures for follow-up and documentation of complaints.				
Actions taken or to be taken by Registrant (Operator): The Registrant must provide an updated complaints policy and procedure to the Assisted Living Registry by September 11, 2025. The policy must include details on how complaints are followed up and documented.				
Actions taken or to be taken by Registry: Review the policy.				