

Substantiated Complaint Information

Name of Residence: Aspira Mayfair Retirement Living

Address: 2267 Kelly Avenue, Port Coquitlam BC

Legal Name of Registrant (Operator): The Royale West Coast LP

The complaint investigation was concluded on September 12, 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
Community Care and Assisted Living Act	Assisted Living Residences	September 12, 2024	November 12, 2025	In compliance
Requirement: Section 26 (5): Operating an assisted living residence . A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance Action: The Registrant developed a policy and procedure that addresses responding to concerns involving residents and who will be involved.	
Observation: The Registrant did not take steps to develop a plan to support a resident, involve their family in developing a plan, and implement a plan to protect the resident and other residents.				
Actions taken or to be taken by Registrant (Operator): Develop a policy and procedure demonstrating how the Registrant and staff will ensure concerns involving residents are responded to in a timely, supportive, and collaborative manner. Include the policy and procedure who will be involved, what the actions are and how the actions will protect the health and safety of all residents. No further action is required.				
Actions taken by the Registry: Policy and procedure reviewed and accepted.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	September 12, 2024	November 12, 2025	In compliance
Requirement: Section 35 (1) (d): Review of personal service plan . A registrant must ensure that a resident's personal service plan is reviewed and revised, if the personal service plan is not meeting the plan's objectives.			Compliance Action: The Registrant provided a policy about reviewing personal service plans, implementation process, and training of staff.	
Observation: The Registrant did not review a resident's personal service plan to address changes to their health and safety needs.				



Actions taken or to be taken by Registrant (Operator): Submit a policy indicating the process and steps to review personal service plans. Submit a plan to implement and educate all staff on the policy and process.

No further action is required.

Actions taken by the Registry: Policy and staff training plan reviewed and accepted.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident health and safety	September 12, 2024	November 12, 2025	In compliance
Requirement: Section 51 (2) (b): Reportable incidents. A registrant must within 24 hours of the incident, report the incident to all of the following: (i) the registrar, in the form and manner required by the registrar (ii) the resident's contact person, if appropriate, and any other person the resident requests (iii) if the resident is the beneficiary of a funding program, a representative of the funding program			Compliance Action: The Registrant provided a reportable incident reporting policy and procedure, as well as the implementation and education of staff plan.	
Observation: The Registrant did not submit reportable incident reports as required.				
Actions taken or to be taken by Registrant (Operator): Develop a reportable incident reporting policy and procedure. Develop a plan to implement and educate all staff on the requirements of incident reporting. No further action is required				
Actions taken by the Registry: Policy and staff training plan reviewed and accepted.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative matters	September 12, 2024	November 12, 2025	In compliance
Requirement: Section 73 (1) (b): General duties. A registrant must ensure that all plans and policies that must be made under this regulation are implemented.			Compliance Action: The Registrant provided a plan of how and when the Registrant, and all staff, will be educated on the policy and procedures for ending a residency.	
Observation: The Registrant did not follow their own policy when ending a residency.				
Actions taken or to be taken by Registrant (Operator): Submit a plan of how and when the Registrant and all staff will be educated on the policy and procedures for ending a residency. No further action is required.				
Actions taken by the Registry: Plan reviewed and accepted.				