

[Assisted Living Registry](#)**Substantiated Complaint Information**

Complaint #: C2022-S47

Name of Residence: Aspira Mayfair Retirement Living**Address:** 2267 Kelly Avenue, Port Coquitlam**Legal Name of Registrant (Operator):** The Royale West Coast LP

The complaint investigation was concluded on November 15, 2022. 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	Housing	July 7, 2022	December 12, 2025	In compliance
Requirement: Section 15 If more than one class or non-residents. A registrant who operates an assisted living residence that houses both residents and non-residents must ensure that units for residents and non-residents are located in separate and distinct locations on the premises and make a policy describing how the use of common areas shared by residents and non-residents will be managed to protect the health and safety of residents.			Compliance Action: The registrant developed and implemented a common areas policy.	
Observation: Registrant has both Independent Living (non-resident) and Assisted Living residents on site and do not have a policy in place describing how the use of common areas will be managed to protect the health and safety of Assisted Living residents.				
Actions taken or to be taken by Registrant (Operator): The Registrant is to develop and implement a policy describing how the use of common areas will be managed to protect the health and safety of Assisted Living residents.				
No further action is required.				
Actions taken or to be taken by Registry: No further actions.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	July 7, 2022	December 12, 2025	In compliance
Requirement: Section 29 Admission Screening . Before accepting a person as a resident, a registrant must first be satisfied, based on all available information, that the person is not prohibited, under section 26.1 <i>[persons not allowed to reside in an assisted living residence]</i> of the Act, from residing in the assisted living residence.			Compliance Action: The Registrant established and implemented a policy for auditing resident records and provided evidence confirming that staff were informed of the applicable regulations.	
Observation: A person was deemed an assisted living resident and was provided assisted living services without prior screening or agreement from the person to receive assisted living services.				
Actions taken or to be taken by Registrant (Operator): The Registrant advised they had initiated an audit of all current Assisted Living resident files to ensure that the personal service plans and residency agreements are up to date and signed. The Registrant also advised that they had initiated a weekly risk audit in response to the event. The Registrant must develop and implement a policy for an annual audit of Assisted Living resident files to ensure all required documents are accounted for and signed. The policy must also detail the procedures for weekly risk audits. The Registrant must submit a copy of this policy to the Registry. The Registrant must provide evidence to the Registry demonstrating that staff have been provided with education on the different service requirements and legislation that apply to non-residents and Assisted Living residents. No further action is required.				
Actions taken or to be taken by Registry: No further actions.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Regulation	Start of Residency	July 7, 2022	December 12, 2025	In compliance
Requirement: Section 31 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: The Registrant provided a copy of the revised residency agreement and outlined the plan to implement it.	
Observation: Observation: Residency agreements do not include all of the requirements listed under Schedule C. Specifically, the agreements do not correctly describe the Registrant's duties and responsibilities, the rights of residents, and the confidentiality of resident records. The agreements also do not include descriptions of <ul style="list-style-type: none">• training of the staff responsible for providing assisted living services• the criteria for assessing resident suitability and for deciding whether to end a residency• an adequate description of how the agreement could be changed• an adequate description of all the fees and deposits payable by the resident• the contact information of the residence manager				
Actions taken or to be taken by Registrant (Operator): The Registrant must revise their residency agreement to include accurate and detailed descriptions of the Registrant's duties and responsibilities to residents, the rights of residents as they relate to residing in an assisted living residence, the confidentiality of resident records, the training of staff providing assisted living services, the criteria used for assessing resident suitability and for deciding whether to end a residency, how the agreement could be changed, the fees and deposits payable by the resident, and the contact information of the residence manager. Registrant to submit a copy of the revised residency agreement to the Registry. The registrant must also submit a plan to the Registry of how the revised residency agreement will be reviewed and signed by all the current Assisted Living residents. No further actions are required.				
Actions taken or to be taken by Registry: No further actions.				