

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2026-SN001

Name of Residence: Kiwanis Garden Manor

Address: 4923 Kiwanis Avenue Powell River BC V8A 5H5

Legal Name of Registrant (Operator): Powell River Kiwanis Housing Society

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 June 9, 2026. 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	Residents	June 9, 2026	July 3, 2026	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 appropriate, if monitoring under section 34 (2) <i>{implementation of personal service plan}</i> indicates that the personal service plan is not meeting the plan’s objectives.			Compliance Action by Registrant (Operator): The registrant developed a policy and review process, provided a training plan to support implementation, and revised the relevant Personal Service Plan.	
Observation: Resident’s Personal Service Plan was not appropriately reviewed and updated to meet the needs of the resident.				
Actions taken or to be taken by Registrant (Operator): Develop and implement a policy and procedure for reviewing and updating personal service plans, including clear timelines, guidance for updates when resident needs change, and documentation requirements. Provide to the Registry a copy of the policy and procedure, confirmation of staff training on the policy and procedure, and a copy of the revised Personal Service Plan for the relevant resident. No further actions are required.				
Actions taken or to be taken by Registry: No further actions.				