

Name of Residence: Skeena Place

Address: 4780 Janze Way Wrinch Memorial Hospital, Hazelton

Legal Name of Registrant (Operator): Wrinch Memorial Foundation

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 May 29, 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	May 29, 2026	June 18, 2026	In compliance
Requirement: Section 43 (1)(b) Resident concerns and complaints . A registrant must make a policy describing how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			Compliance Action by Registrant (Operator): The Registrant provided an updated complaints policy and confirmed that staff and residents were informed of the updated policy. In addition, outdated Registry complaint contact information was corrected.	
Observation: The registrant has an outdated complaints policy that does not meet current requirements and was displaying outdated Registry contact information.				
Actions taken or to be taken by Registrant (Operator): Provide the Registry with an updated complaints policy. Inform residents of the updated policy and educate staff on the policy and complaints process. Ensure Registry complaint contact information available to residents, families, and staff is current and accurate.				
Actions taken or to be taken by Registry: No further action is required.				