



[Assisted Living Registry](#)

Complaint #: C2021-S68

Substantiated Complaint Information

Name of Residence: West Shore Lodge

Address: 1828 Island Highway, Colwood BC V9B 1J2

Legal Name of Registrant (Operator): West Shore Lodge Ltd.

The complaint investigation was concluded on June 7, 2022. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living 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	Employees	June 7, 2022	June 1, 2023	In compliance
Requirement: Section 22 (1): Character and skills requirements . A registrant must not employ a person in an assisted living residence unless the registrant or manager has first obtained <ul style="list-style-type: none">• a criminal record check for the person• a record of the person’s work history• copies of any diplomas, certificates, skills and other qualifications• evidence that the person has complied with the Province’s immunization and tuberculosis control programs and is satisfied that the person <ul style="list-style-type: none">• is of good character• has the personality, ability and temperament necessary to provide services to residents, and• has the training, experience and other qualifications, and demonstrates the skills, necessary to carry out assigned duties and responsibilities			Compliance Action: Operator submitted a policy describing how staff will be assessed to determine suitability.	
Observation: The operator does not have a process in place to assess whether staff have the necessary skills, experience, and training for the jobs they are hired to do.				
Actions taken or to be taken by Registrant (Operator): Create a policy describing how staff will be assessed to determine they are suitable for a job they will be doing. Submit the policy to the Registry. Submit to the Registry evidence that current staff have the skills and training to do the jobs they have been hired to do. No further actions required.				
Actions taken or to be taken by Registry: No further action.				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	June 7, 2022	June 1, 2023	In compliance
Requirement: Section 24 (1) and (3). Continuing obligations. A registrant must ensure that <ul style="list-style-type: none">(a) the performance of each employee is reviewed regularly, and(b) the registrant of manager is satisfied that the employee demonstrates the skills needed to carry out the duties that the employee is assigned. A registrant must not permit an employee to carry out any duties for which the employee does not have the necessary training experience, skills, or qualifications.			Compliance Action: Operator submitted evidence that staff have received annual training on the prevention of abuse and neglect.	
Observation: There is no evidence of staff completing annual training on the prevention of abuse and neglect, as set out by the Registrant in their Abuse and Neglect policy.				
Actions taken or to be taken by Registrant (Operator): Provide a plan to the Registry of how and when staff will complete abuse and neglect prevention training. Submit evidence to the Registry demonstrating the completion of staff training on the prevention of abuse and neglect. Operator must ensure staff are trained annually.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	June 7, 2022	June 1, 2023	In compliance
Requirement: Section 31 (1) and (3) (b): Residency agreement. (1) 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 . (3) (b) On signing a residency agreement, a registrant must give to the resident written information respecting how to contact the registrar to make a complaint, including the registrar’s contact information, and inform the resident in a manner that is appropriate to the resident’s needs and capabilities of the contents of the material given.			Compliance Action: Operator submitted an updated Residency Agreement.	



<p>Observation: The residency agreement is missing the following requirements:</p> <ul style="list-style-type: none">• written information on residents can contact the registrar to make a complaint• the name and contact information of the manager• the assisted living services provided• the training, experience, skills and qualifications of the employees who provide assisted living services• if any electronic surveillance or tracking is used at residence• the rights of residents living at the residence• information about any persons living at the residence who are not residents and whether those persons will have access to the common areas of the residence	
<p>Actions taken or to be taken by Registrant (Operator): Update the current residency agreement to include all the requirements listed above.</p> <p>Submit a copy of the updated residency agreement to the Registry.</p> <p>No further actions required.</p>	
<p>Actions taken or to be taken by Registry: No further action.</p>	

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	June 7, 2022	June 1, 2023	In compliance
Requirement: Section 39 (1): Respect for resident privacy . A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident, including the privacy of each resident's unit, belongings and storage area.			Compliance Action: Operator submitted an entry policy giving reasons why staff may enter a resident's unit.	
Observation: There is no policy in place that clarifies the reasons staff may enter a resident's unit or when staff may enter.				
Actions taken or to be taken by Registrant (Operator): Create an entry policy that specifies the reasons staff may enter a resident's unit. The policy must include when and how the operator will give notice to the residents of entry to their unit.				
Submit the entry policy to the Registry for review.				
Update the Residency Agreement to include this entry policy and submit a copy to the Registry.				
Provide the entry policy to all residents and staff.				
No further actions required.				
Actions taken or to be taken by Registry: No further action.				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	June 7, 2022	June 1, 2023	In compliance
Requirement: Section 43 (1): Resident concerns and complaints . A registrant must make a policy describing how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about <ul style="list-style-type: none">the operation of the assisted living residence,the provision of hospitality services and assisted living services, orthe implementation of their residency agreements and how concerns will be addressed, and complaints will be resolved in a fair, timely and effective manner.			Compliance Action: Operator submitted a new policy that includes how concerns will be addressed and resolved.	
Observation: The complaints and concerns policy does not include how residents can share a concern or make a complaint. The policy does not include the steps of how concerns will be addressed or how a complaint will be resolved.				
Actions taken or to be taken by Registrant (Operator): Revise the current complaints and concerns policy to include how residents can share a concern or make a complaint. The policy must also include how concerns will be addressed and resolved. No further action required.				
Actions taken or to be taken by Registry: No further action.				