



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2020-S44

Name of Residence: McConnell Estates

Address: 4701 Kerby Avenue, Terrace BC

Legal First and Last Name/Operator of Residence: Northern Health/ Mitch Griffith

The complaint investigation was concluded on June 21, 2021. 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				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	June 21, 2021	March 16, 2022	In compliance
Requirement: Section 17 Physical requirements. A registrant must ensure that the assisted living residence is well-ventilated and has sufficient lighting in units and common areas.			Compliance Action: Registrant installed solar powered lighting to illuminate the walkway.	
Observation: There is insufficient lighting behind the residence, outside, along the walkways.				
Actions taken or to be taken by Operator: The registrant must install appropriate lighting and submit photographic confirmation of this to the Registry. No further actions required.				
Actions taken or to be taken by Registry: No further actions required.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	June 21, 2021	March 16, 2022	In compliance
Requirement: Section 56 (1) (a) Providing Meals. A registrant must ensure that all meals, fluids and snacks provided to residents are consistent with the menu plan.			Compliance Action: Registrant has provided an updated menu which includes snacks.	
Observation: The registrant’s menu plan does not include snacks.				
Actions taken or to be taken by Operator: The registrant must submit an updated 4-week menu plan that includes snacks.				
No further actions.				
Actions taken or to be taken by Registry: No further actions.				