



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S37

Name of Residence: Amica on the Gorge

Address: 994 Gorge Road West, BC

Legal Name of Registrant (Operator): Saanich Senior Living Inc.

The complaint investigation was concluded on July 12, 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	Resident Health and Safety	August 4, 2021	August 25, 2021	In compliance
<p>Requirement: Section 51 (2)(b) A registrant must ensure within 24 hours of the incident, they report the incident to all of the following:</p> <ul style="list-style-type: none"> (i)the registrar, in the form and manner required by the registrar; (ii)the resident's contact person, if appropriate, and any other person the resident requests; (iii)if the resident is the beneficiary of a funding program, a representative of the funding program 			<p>Compliance Action: The Registrant has submitted reportable incidents as required and implemented staff training.</p>	
<p>Observation: The Registrant did not submit reportable incident reports as required.</p>				
<p>Actions taken or to be taken by Registrant (Operator): Registrant to provide, to the Registry, reporting of incidents policy, and develop and implement reporting of incidents training for employees.</p> <p>No further actions required.</p>				
<p>Actions taken or to be taken by Registry: No further action required.</p>				