



**Assisted Living Registry
Substantiated Complaint Information**

Complaint #: C2021-S67

Name of Residence: Amica on the Gorge

Address: 994 Gorge Road West, Victoria BC, V9A 1P2

Legal Name of Registrant (Operator): Alison McCarthy

The complaint investigation was concluded on March 1, 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				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
<i>Community Care and Assisted Living Act</i>	Assisted Living Residences	March 1, 2022		Not in compliance
<p>Requirement: Section 26.1 (1) Persons not allowed to reside in an assisted living residence. A registrant must not allow a person to reside in the residence if that person</p> <ul style="list-style-type: none"> (a) is unable to make, on their own behalf, decision that are necessary to live safely, (b) cannot recognize an emergency, take steps to protect themselves in an emergency or follow directions in an emergency, (c) behaves in a manner that jeopardizes the health or safety of others, or (d) requires, on a regular basis, unscheduled professional health services. 			<p>Compliance Action: N/A</p>	
<p>Observation: A resident who entered into assisted living was unsuitable for assisted living.</p>				
<p>Actions taken or to be taken by Registrant (Operator): The registrant is to review and familiarize themselves with the requirements of the <i>Community Care and Assisted Living Act</i>. The registrant is required to submit a written plan describing how they will assess potential residents' suitability to live in assisted living.</p>				
<p>Actions taken or to be taken by Registry: The investigator will review the information once received and will provide ongoing education for the registrant.</p>				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	March 1, 2022		Not in compliance
<p>Requirement: Section 29 Admission screening. Before accepting a person as a resident, a registrant must first be satisfied:</p> <ul style="list-style-type: none"> a) that the person does not require care; b) that the person is not prohibited, under section 26.1 of the Act, from residing in the assisted living residence; and c) that the person may reside in the assisted living residence without jeopardizing the health and safety of that person or any other resident. 			<p>Compliance Action: N/A</p>	



Observation: A resident was who entered into assisted living was unsuitable for assisted living.
Actions taken or to be taken by Registrant (Operator): The registrant must submit an updated admission screening policy to the Registry.
Actions taken or to be taken by Registry: The investigator will review the information once received and will provide ongoing education for the registrant.

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	March 1, 2022		Not in compliance
Requirement: Section 31 (1) Residency agreement. 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 of the regulation.			Compliance Action: N/A	
Observation: The residency agreement does not include all of the requirements outlined in the regulation.				
Actions taken or to be take: The registrant must submit an updated residency agreement to the Registry.				
Actions taken or to be taken by Registry: The investigator will review the information once received and will provide ongoing education for the registrant.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	March 1, 2022		Not in compliance
Requirement: Section 51 (2) (b) A registrant must ensure within 24 hours of an incident, they report the incident to <ul style="list-style-type: none"> the Registrar; the resident's contact person, if appropriate, and any other person the resident requests; and, if the resident is the beneficiary of a funding program, a representative of the funding program. 			Compliance Action: N/A	
Observation: The Registrant did not submit reportable incidents report as required.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide the Registry, their reporting of incidents policy as well as confirmation that incident report training has been provided to employees.				
Actions taken or to be taken by Registry: The investigator will review the information provided and will provide ongoing education for the registrant.				