



**Assisted Living Registry
Substantiated Complaint Information**

Complaint #: C2021-S54

Name of Residence: Amica White Rock

Address: 15333 16 Ave, Surrey BC

Legal Name of Registrant (Operator): Prime Time (Abby Lane) Inc.

The complaint investigation was concluded on September 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	Standards for Operations	September 21, 2021		Not in compliance
<p>Requirement: Section 15(1)(b) and 2(a): If more than one class or non-resident.</p> <p>This section applies to a registrant who operates an assisted living residence that, on the same premise houses both residents and non-residents.</p> <p>A registrant who operates an assisted living residence to which this section applies must ensure that units for each class, and for residents and non-residents, are located in separate and distinct locations on the premises.</p>			<p>Compliance Action: N/A</p>	
<p>Observation: The Registrant does not have separate and distinct locations for residents and non-residents (independent living), and assisted living residents as required by the Regulation.</p>				
<p>Actions taken or to be taken by Registrant (Operator): The Registrant is to submit a list identifying which units at the residence are occupied by assisted living residents and which units are occupied by non-residents (independent living).</p> <p>The Registrant is to submit a plan identifying how they will work towards ensuring separate and distinct units for assisted living residents and non-residents as new residents are admitted to the site.</p>				
<p>Actions taken or to be taken by Registry: Conduct a follow up site inspection.</p>				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative Matters	September 21, 2021		Not in compliance.
<p>Requirement: Section 73(2): General Duties.</p> <p>A registrant must monitor and review regularly all operations of the assisted living residence to ensure compliance with the Act and the regulation.</p>			<p>Compliance Action: N/A</p>	
<p>Observation: The Registrant has registered assisted living units which are assigned to non-residents.</p> <p>The Registrant’s residency agreements, publications, handbooks and other documents do not comply with the terminology and definitions of the <i>Community Care and Assisted Living Act</i>.</p> <p>"assisted living residence" means a premises or part of a premises, other than a community care facility,</p> <ul style="list-style-type: none"> (a) in which housing, hospitality services and assisted living services are provided by or through the operator to 3 or more adults who <ul style="list-style-type: none"> (i) are not related by blood or marriage to the operator of the premises, and (ii) do not require, on a regular basis, unscheduled professional health services, or (b) designated by the Lieutenant Governor in Council to be an assisted living residence <p>"resident" means a person who</p> <ul style="list-style-type: none"> (a) receives housing, hospitality services and assisted living services at an assisted living residence described in paragraph (a) of the definition of "assisted living residence" and, if the person resides together with his or her spouse at the residence, includes the person's spouse, or (b) receives housing and other services at an assisted living residence described in paragraph (b) of the definition of "assisted living residence" and, if the person resides together with his or her spouse at the residence, includes the person's spouse 				
<p>Actions taken or to be taken by Registrant (Operator): The Registrant is to review and familiarize themselves with the terminology and definitions of the <i>Community Care and Assisted Living Act</i> and Assisted Living Regulation.</p> <p>The Registrant is to review and update residency agreements, publications, handbooks and other relevant information to reflect the requirements of the <i>Community Care and Assisted Living Act</i> and Assisted Living Regulation.</p> <p>The Registrant is to submit a plan for the update of relevant information.</p>				
<p>Actions taken or to be taken by Registry: Review the plan once submitted and support the Registrant through the updating of information.</p>				