



Assisted Living Registry  
Substantiated Complaint Information

Complaint #:C2021-S06

Name of Residence: Bedford Manor

Address: 529 Seymour Street, Kamloops, BC V2C 0A1

Legal Name/Operator of Residence: John Howard Society Thompson Region

The complaint investigation was concluded on March 26, 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	Residents	March 26, 2021	June 15, 2021	In compliance
<b>Requirement: Section 43 (1) (b) Residents concerns and complaints.</b> A registrant must make a policy describing how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.		<b>Compliance Action:</b> The registrant has provided an updated policy that describes how concerns and complaints will be addressed and resolved in a fair, timely, and effective manner. The registrant has also provided information on how to contact the Assisted Living Registry.		
<b>Observation:</b> The registrant does not have a procedure to be followed for residents and staff regarding internal complaints.  The registrant's policies and procedures do not provide direction regarding the steps and actions to be taken to address and resolve concerns or complaints.  The registrant's policies and procedures did not include information about how to contact the Assisted Living Registry.				
<b>Actions taken or to be taken by Operator:</b> The registrant is required to provide updated policies and procedures that describe how concerns and complaints will be addressed and resolved in a fair, timely, and effective manner. The updated policy must also include up-to-date information on how to contact the Assisted Living Registry.				
<b>Actions taken or to be taken by Registry:</b> No further action required.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing hospitality services	March 26, 2021	June 15, 2021	In compliance
<b>Requirement: Section 55 (3) Menu plan.</b> A registrant must consult with a dietitian to make an initial menu plan, and to review and revise the menu plan if the daily menu changes significantly, or if 5 years have passed since the menu plan was last reviewed.		<b>Compliance Action:</b> The registrant has provided evidence that they have returned to a 4-week cycle menu rotation approved and signed off by a Dietician registered in British Columbia.		
<b>Observation:</b> The registrant made changes to the menu plan and was not following the dietician approved 8-week menu rotation. The registrant offered a menu plan not approved by a Dietician registered in British Columbia.				
<b>Actions taken or to be taken by Operator:</b> The registrant must submit evidence demonstrating that the residence is following a minimum of a 4-week cycle menu rotation approved and signed off by a Dietician registered in British Columbia.				
<b>Actions taken or to be taken by Registry:</b> No further action required.				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing hospitality services	January 22, 2021	March 26, 2021	In compliance
<p><b>Requirement: Section 55 (2) Social recreation opportunities.</b> A registrant must post or otherwise provide to residents a calendar of the program of social and recreational activities.</p>			<p><b>Compliance Action:</b> The registrant has provided policies and procedures which indicate that the social/recreation coordinator will provide a monthly calendar and newsletter containing daily activities. The registrant has provided a social recreation calendar and newsletter for March 2021 demonstrating that social and recreation opportunities are taking place for residents.</p>	
<p><b>Observation:</b> At the time of the complaint the registrant did not post or otherwise provide to residents a social and recreational activities calendar for the months of January and February 2021.</p>				
<p><b>Actions taken or to be taken by Operator:</b> The registrant demonstrated that policies and procedures are in place for the social/recreation coordinator to provide a monthly calendar and newsletter containing daily activities. The registrant provided a schedule of activities and events for March 2021.</p>				
<p><b>Actions taken or to be taken by Registry:</b> No further action required.</p>				