



**Assisted Living Registry  
Substantiated Complaint Information**

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**Name of Residence:** Blue Heron Villa

**Address:** 9509 Main Street, Lake Country BC, V4V 2N3

**Legal entity of Residence:** Lake Country Senior Housing Society

**Provider of Prescribed Services:** By the operator

**Date of complaint investigation:** June 19, 2019

**1<sup>st</sup> Web Posting Update:** December 19, 2019

All findings are assigned a determination based on the following definitions:

- **In compliance:** meets the requirements of the Assisted Living Registrar’s provincial health and safety standards and policies
- **Not in compliance:** no evidence of meeting the standards and policies

Findings		At complaint	At web posting
<b>Standard #1: Registrants must provide a safe, secure and sanitary environment for residents.</b>			
<i>1.7 Resident abuse, neglect and self-neglect</i>			
1.7.1	<p>Registrants must protect residents from abuse and neglect by: (a) responding promptly and effectively to allegations of abuse or neglect, (b) complying with the requirements of the <i>Criminal Records Review Act</i>, and (c) by conducting personal background checks on volunteers or getting the volunteer’s authorization to do a police or RCMP criminal record check.</p> <p><b>Actions taken since complaint:</b></p> <p>The registrant has responded promptly and effectively to allegations of abuse and neglect. The residence is in compliance at the time of web posting.</p>	Not in Compliance	In Compliance