



Assisted Living Registry

Complaint #: C2022-S38

Substantiated Complaint Information

Name of Residence: Chestnut Place

Address: 453 Winnipeg Street, Penticton BC V2A 5M7

Legal Name of Registrant (Operator): Penticton and District Society for Community Living

The complaint investigation was concluded on August 3, 2022. A summary of the findings of non-compliance(s) with the Community Care and Assisted Living Act (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.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Residents, August 3, 2022, Not in compliance. Row 2: Requirement: Section 43 (1) and (3) - Resident concerns and complaints. Row 3: Observation: The complaint policy did not include enough detail... Row 4: Actions taken or to be taken by Registrant (Operator): The Registrant must revise their complaint policy...



The Registrant must also ensure the complaint policy is followed in the future and that records are kept.

Actions taken or to be taken by Registry: The Registry has provided educational resources to the Registrant.

The Registry will review the revised complaint policy and evidence that it has been shared with staff and residents.

FINDINGS

Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
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Assisted Living Regulation	Start of Residency	August 3, 2022		Not in compliance
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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](#).

Compliance Action: Required actions not yet completed by the registrant

Observation: Residency agreements have not been revised since 2006, contain inaccurate information, and do not include all of the requirements listed under Schedule C.

Specifically, the agreements do not correctly describe the Registrant's duties and responsibilities, the rights of residents, and the confidentiality of resident records.

The agreements also do not include descriptions of

- training of the staff responsible for providing assisted living services
- the criteria for assessing resident suitability and for deciding whether to end a residency
- an adequate description of how the agreement could be changed
- an adequate description of all the fees and deposits payable by the resident
- the contact information of the residence manager

Actions taken or to be taken by Registrant (Operator): The Registrant must revise their residency agreement to include accurate and detailed descriptions of the Registrant's duties and responsibilities to residents and to the Registry, the rights of residents as they relate to residing in an assisted living residence, the confidentiality of resident records, the training of staff providing assisted living services, the criteria used for assessing resident suitability and for deciding whether to end a residency, how the agreement could be changed, the fees and deposits payable by the resident, and the contact information of the residence manager.

Submit a copy of the revised residency agreement to the Registry.

Submit a plan for the review and signing of the revised residency agreements with current residents to the Registry.

Actions taken or to be taken by Registry: The Registry has provided educational resources to the Registrant.

The Registry will review the revised residency agreement once submitted.

The Registry review the Registrant's plan for the review and signing of the revised agreements with current residents.