



Name of Residence: Comox Valley Seniors Village

Address: 4640 Headquarters Rd. Courtney BC

Legal Operator of Residence: Courtney Seniors Village 3LLP

The complaint investigation was concluded on May 18, 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	Start of Residency	May 18, 2021	July 27, 2021	In compliance
Requirement: Section 33 (1) (b)(i): Personal service plan. A registrant must ensure that a personal service plan is developed for a resident that provides sufficient detail to enable employees to understand their duties and responsibilities in achieving the objectives of protecting and promoting the resident’s health and safety.			Compliance Action: The registrant submitted a detailed Personal Service Plan policy.	
Observation: The registrant did not develop a detailed personal service plan.				
Actions taken or to be taken by Operator: No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	May 18, 2021	July 27, 2021	In compliance
Requirement: Section 61 (1) (b): Service provision generally. A registrant must ensure that assisted living services are provided in a manner that does not jeopardize the health or safety of residents.			Compliance Action: The registrant submitted a detailed Medication Services policy and a Medication Assistance Process and Documentation policy.	
Observation: The registrant did not adequately address and support the resident’s needs with medication assistance.				
Actions taken or to be taken by Operator: No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	May 18, 2021	July 27, 2021	In compliance
Requirement: Section 64 (1) (a): Managing medication. A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety.			Compliance Action: The registrant submitted a detailed Medication Assistance Process and Documentation policy, a Personal Service Plan policy, and a Resident Admission Assessment policy.	
Observation: The registrant did not ensure a plan was in place describing the procedures to be followed when assisting with medication.				
Actions taken or to be taken by Operator: No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	May 18, 2021	July 27, 2021	In compliance
Requirement: Section 64 (3): Managing medication. A registrant who provides assistance with managing medication must support and encourage those residents who have the ability to do so without jeopardizing their health or safety to self-manage medication.			Compliance Action: The registrant submitted a Medication Services policy, and a Resident Pre-admission Screening and Admission Assessment policy.	
Observation: The registrant did not adequately assess the ability of the resident to safely self-manage medication.				
Actions taken or to be taken by Operator: No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative Matters	May 18, 2021	July 27, 2021	In compliance
Requirement: Section 76 (f): Resident records. A registrant must keep a record for each resident that includes a record of accidents, illnesses or medication errors, if any, involving the resident that do not require medical attention and are not reportable incidents.			Compliance Action: The registrant submitted a Medication Assistance Process and Documentation policy, a Health Record Documentation policy, and an Employee Training and Development policy.	
Observation: The registrant did not keep records as required.				
Actions taken or to be taken by Operator: No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				