



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2019-S62

Name of Residence: Dania Manor

Address: 4155 Norland Avenue, Burnaby

Legal Name/Operator of Residence: Dania Society

The complaint investigation was concluded on April 29, 2020. 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	End of Residency	April 29, 2020	February 8, 2021	In compliance
Requirement: Section 45 (1) (a), (b) and (c): Planned end of residency. A registrant must ensure that a transition plan is developed for a resident that provides for ending a resident's residency if the resident's needs and capabilities change such that the resident requires care or is no longer allowed, under section 26.1 [persons not allowed to reside in an assisted living residence] of the Act, to reside in the assisted living residence.			Compliance Action: Registrant submitted policies and procedures which demonstrate processes to be taken when a resident is no longer suitable for assisted living and must be exited.	
Observation: No transition plan developed for resident.				
Actions taken or to be taken by Operator: No further action.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
<i>Community Care and Assisted Living Act</i>	Assisted Living Residences	April 29, 2020	February 8, 2021	In compliance
Requirement: Section 26.1 (1) Persons not allowed to reside in an assisted living residence. A registrant of an assisted living residence must not allow a person to reside in the residence if the person: <ul style="list-style-type: none">• is unable to make, on their own behalf, decisions that are necessary to live safely,• cannot recognize an emergency, take steps to protect themselves in an emergency or follow directions in an emergency,• behaves in a manner that jeopardizes the health or safety of others, or• requires, on a regular basis, unscheduled professional health services.			Compliance Action: Registrant submitted policies and procedures which demonstrate processes to determine if a resident is suitable to remain in Assisted Living and actions to take when a resident is no longer suitable.	
Observation: Operator allowed a resident to reside in the residence that was unsuitable for assisted living				
Actions taken or to be taken by Operator: No further action.				
Actions taken or to be taken by Registry: No further action.				