



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S75

Name of Residence: Good Samaritan Canada Victoria Heights

Address: 230 Ross Drive, New Westminster BC

Legal Name of Registrant (Operator): Good Samaritan Canada

The complaint investigation was concluded on January 27, 2022. 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	January 31, 2022		Not in compliance
Requirement: Section 31 (1) and Schedule C: Residency Agreements. 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, which includes 1. Parties and contact information; 2. Term of agreement; 3. General contents of agreement; 4. Fees and deposits, and 5. Changes to the agreement.			Compliance Action: N/A	
Observation: The registrant’s residency agreement does not include all of the requirements outlined in Schedule C of the Assisted Living Regulation.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to update their current residency agreement to align with the requirements of the Assisted Living Regulation. The registrant must also ensure that each resident, signs the revised agreement, once completed.				
Actions taken or to be taken by Registry: Review the updated residency agreement once submitted to the Assisted Living Registry. Conduct a follow up inspection to review evidence of signed agreements.				