

**Assisted Living Registry
Substantiated Complaint Information**

Complaint #: C2021-S01

Name of Residence: Hillside Terrace Assisted Living**Address:** 1460 Hillside Ave, Victoria BC V8T 2B7**Legal Name/Operator of Residence:** Victoria Cool Aid Society

The complaint investigation was concluded on March 11, 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	Resident Health and Safety	March 11, 2021	March 19, 2021	In Compliance
Requirement: Section 51 (2) (b): Reportable Incidents. A registrant must within 24 hours of the incident, report the incident to all of the following: (i) the registrar, in the form and manner required by the registrar. (ii) the resident's contact person, if appropriate, and any other person the resident requests. (iii) if the resident is the beneficiary of a funding program, a representative of the funding program.			Compliance Action: Operator has developed a reportable incident policy and procedure for employees and provided a copy to the Assisted Living Registry Investigator The Operator informed the Assisted Living Registry Investigator that employees have been trained on the reporting of incidents policy. The Operator has submitted reportable incidents as required.	
Observation: Operator confirmed that they have not been submitting reportable incidents to the Assisted living Registry. They acknowledged that staff needed re-training regarding reportable incidents.				
Actions taken or to be taken by Operator: Must develop and implement a reporting of incidents policy. Must ensure that staff are trained, and reportable incidents are submitted.				
Actions taken or to be taken by Registry: No further action required.				