BRITISH COLUMBIA | Ministry of Health

Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2020-S78

Name of Residence: Icelandic Harbour

Address: 2020 Harrison Drive, Vancouver

Legal Name of Registrant (Operator): Icelandic Care Home Hofn Society

The complaint investigation was concluded on November 30, 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	Providing Hospitality Services	November 30, 2021	November 30, 2021	In compliance

Requirement: Section 60 Personal emergency response system. A registrant must provide to residents a 24-hour emergency response system that enables residents to summon help during a personal emergency and is accessible to residents in a manner appropriate to resident needs and capabilities.	**Compliance Action: the** Registrant has installed a new pendant system and upgraded the wireless supports. The Registrant has submitted maintenance and testing logs of the new system.
Observation: The operator confirmed that the residence had been experiencing issues with the pendant system and that there were multiple dead zones including in resident rooms due to the concrete walls in the residence.	

Actions taken or to be taken by Registrant (Operator): Registrant must take actions to ensure the pendant system is responsive and reliable. Registrant to submit, to the Registry, testing and maintenance logs for the pendant systems.

No further action required.

Actions taken or to be taken by Registry: No further action required.