



Assisted Living Registry  
Substantiated Complaint Information

Complaint #: C2022-S08

Name of Residence: Lake View Village

Address: 1020-7th Street, Nelson BC

Legal Name of Registrant (Operator): Golden Life Management Corporation

The complaint investigation was concluded on March 28, 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	Employees	March 28, 2022		Not in compliance
<b>Requirement: Section 24 (1) (a): Continuing Obligations.</b> A registrant must ensure that the performance of each employee is reviewed regularly.			<b>Compliance Action:</b> N/A	
<b>Observation:</b> Regular employee reviews were not conducted.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must conduct and complete employee performance reviews for current staff.  The registrant is to submit summary evidence of completed performance reviews to the Registry.  The registrant must develop and submit, to the Registry, a policy demonstrating the process and timelines for employee performance reviews.				
<b>Actions taken or to be taken by Registry:</b> Review documentation once submitted.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	March 28, 2022		Not in compliance
<b>Requirement: Section 56: (1) (a): Providing Meals</b> A registrant must ensure that all meals, fluids, and snacks provided to residents are consistent with the menu plan.			<b>Compliance Action:</b> N/A	
<b>Observation:</b> The quantity of food and the menu plan has not been consistently followed.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must review, and consult with a registered dietician, on the current four-week menu plan. The registrant must provide evidence, to the Registry, of the consultation with the dietitian and a revised menu plan, if applicable.				
<b>Actions taken or to be taken by Registry:</b> Review documentation once submitted.				