



Assisted Living Registry
Substantiated Complaint Information

Complaint: # C2020-S49

Name of Residence: Mariposa Gardens

Address: 8816 97th Street, Osoyoos, BC

Legal Name/Operator of Residence: Sienna-Baltic (Mariposa) Inc.

The complaint investigation was concluded on November 13, 2020. A summary of the findings of non-compliance(s) with the *Community Care and Assisted Living Act* and 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	November 13, 2020	July 21, 2021	In Compliance
Requirement: Section 20 (b) Must have sufficient employees. A registrant must ensure that, at all times, there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services to residents in a manner that will not jeopardize the health and safety of residents.			Compliance Action: Registrant provided evidence demonstrating that there are sufficient employees with adequate training, experience, skills and qualifications. A site inspection was also conducted on June 23, 2021.	
Observation: The registrant did not provide evidence to demonstrate a sufficient number of employees.				
Actions taken since complaint: The registrant must submit documentation to demonstrate there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services. No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	November 13, 2020	July 21, 2021	In Compliance
Requirement: Section 21 (a)(b) Employee plan. A registrant must prepare an employee plan that includes a written description of all of the following for each employee position, whether volunteer or staff: a) the duties and responsibilities of the employee; b) the training, experience, skills and other qualifications the employee must have.			Compliance Action: The Registrant provided an employee plan detailing job profiles for all staff and management.	
Observation: The registrant was unable to provide an employee plan.				
Actions taken or to be taken by Operator: The registrant must submit a written employee plan. No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	November 13, 2020	July 21, 2021	In Compliance
Requirement: Section 22 (1) (a)(iii), (b)(iii) Character and skill requirements. The registrant must not employ a person in an assisted living residence unless the registrant or manager has first obtained evidence of the person's training, experience, skills and other qualifications. The registrant or manager must also be satisfied that the person has the training, experience and other qualifications, and demonstrates the skills, necessary to carry out assigned duties and responsibilities.			Compliance Action: Procedures and documentation submitted demonstrates that the Registrant obtains the relevant information prior to employment.	
Observation: The registrant did not provide evidence demonstrating they had obtained the required documentation.				
Actions taken or to be taken by Operator: The registrant must submit documentation to demonstrate how they will ensure the required documentation is obtained before a person is employed.				
No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 13, 2020	July 21, 2021	In Compliance
Requirement: Section 40 (1)(a)(b) Monitoring residents. A registrant must monitor residents' health and safety, taking reasonable steps to avoid undue interference with personal privacy; advise a resident and, if appropriate, a resident's contact person if the resident's health or safety is or may be jeopardized.			Compliance Action: Policies and procedures documenting how residents' health and safety is monitored were submitted and reviewed.	
Observation: The registrant did not provide documentation to demonstrate how a residents' health and safety is monitored.				
Actions taken or to be taken by Operator: The registrant must submit documentation outlining how residents' health and safety is monitored. No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	November 13, 2020	July 21, 2021	In Compliance
Requirement: Section 64 (1)(a) Managing medication generally. A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety.			Compliance Action: Policies and procedures describing how medication procedures are managed to protect the health and safety of residents were submitted and reviewed.	
Observation: The registrant did not provide evidence of procedures for managing medication safely.				
Actions taken or to be taken by Operator: The registrant must provide documentation describing managing medication procedures to ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety.				
No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	November 13, 2020	July 21, 2021	In Compliance
Requirement: Section 67(1)(b) Administering medication. A registrant who provides assistance with administering medication must ensure that medication is administered only by a health professional, or a certified non-registrant within the meaning of the <i>Health Professions Act</i> , who is authorized under that Act to administer the medication.			Compliance Action: Policies and procedures describing how medication is administered by appropriate health professionals were submitted and reviewed.	
Observation: The registrant was unable to demonstrate that medication is administered by a health professional.				
Actions taken or to be taken by Operator: The registrant must submit documentation describing how medication will be administered only by a health professional.				
No further actions required.				
Actions taken or to be taken by Registry: No further actions to be taken				