



Complaint #: C2021-S30
C2021-S35

**Assisted Living Registry
Substantiated Complaint Information**

Name of Residence: Mayfair Terrace Retirement Residence

Address: 2267 Kelly Avenue, Port Coquitlam

Legal Name of Registrant (Operator): The Royale West Coast LP

The complaint investigation was concluded on October 22, 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 Assisted Living Services	October 22, 2021	February 28, 2022	In compliance
Requirement: Section 61 (3)(c) A registrant must not intervene in the making of a decision by a resident or when a resident is carrying out a decision, or prevent a resident from carrying out a decision, to take a particular medication, if prescribed by a health professional.			Compliance Action: The Registrant has provided updated medication management policies.	
Observation: The Registrant prevented some residents from taking their medications as prescribed.				
Actions taken or to be taken by Registrant (Operator): The Registrant is to ensure staff does not intervene or prevent a resident from taking medications as prescribed. Registrant to update medication management policies to ensure they do not conflict with the Regulation and to submit the revised policies to the Registry. No further action required.				
Actions taken or to be taken by Registry: No further action required.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	October 22, 2021	February 28, 2022	In compliance
Requirement: Section 67 (2)(b) A registrant who provides assistance with administering medication must ensure that medication prescribed by a health professional for a resident is administered to the resident as prescribed.			Compliance Action: The Registrant has provided updated medication management policies.	
Observation: Registrant determined they would not administer residents' medication as prescribed without first consulting with the health professionals that prescribed them.				
Actions taken or to be taken by Registrant: The Registrant is to ensure staff administer medications as prescribed. Registrant to update medication management policies to ensure they do not conflict with regulation and to submit the revised policies to the Registry for review. No further action required.				
Actions taken or to be taken by Registry: No further action required.				