



Assisted Living Registry  
Substantiated Complaint Information

Complaint # C2021-S64

**Name of Residence:** Mayfair Terrace Retirement Residence

**Address:** 2267 Kelly Avenue, Port Coquitlam BC

**Legal Name of Registrant (Operator):** The Royale West Coast LP dba Mayfair Terrace Retirement Residence

**The complaint investigation was concluded on December 24, 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
<i>Community Care and Assisted Living Act</i>	Operating an assisted living residence	October 8, 2021	December 24, 2021	In compliance
<b>Requirement: Section 26(5):</b> A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			<b>Compliance Action:</b> The Registrant developed a health and safety plan that ensures the safety of the resident in question and incorporated that plan into their general policies and procedures.	
<b>Observation:</b> The Registrant failed to adequately address the health and safety concerns brought to their attention from a resident.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must take steps to address the concerns raised and ensure the health and safety of the resident. The Registrant must provide, to the investigator, a health and safety plan for review.				
<b>Actions taken or to be taken by Registry:</b> The investigator reviewed the health and safety plan to ensure the safety of the resident in question had been provided for and confirmed the plan put place has now been incorporated into the facility’s general policies and procedures.				
No further actions required.				