



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S52

Name of Residence: The Meadows at Sunridge Place

Address: 361 Bundock Avenue, Duncan BC

Legal Name of Registrant (Operator): Sunridge Seniors Community Partnership

The complaint investigation was concluded on October 20, 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	Residents	October 20, 2021		Not in compliance
Requirement: Section 43(3): Resident concerns and complaints. If a concern is brought or a complaint is made to the registrant, the registrant must do both of the following: (a) make reasonable attempts to address the concern or resolve the complaint; (b) make a record of the concern or complaint and the actions taken under paragraph (a).			Compliance Action: N/A	
Observation: The Registrant did not address concerns raised and did not make a record relating to the concerns.				
Actions taken or to be taken by Registrant (Operator): The Registrant must ensure that all complaints and concerns are responded to and that attempts are made to find resolution. The registrant must ensure that a written record is made regarding all complaints and concerns, including the actions taken by the registrant to resolve the issue. The registrant must conduct training and ensure that employees are familiar with the complaint policies and processes. Registrant is to submit information, to the Assisted Living Registry, demonstrating the completion of employee training.				
Actions taken or to be taken by Registry: The Assisted Living Registry will review evidence of employee training 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	October 20, 2021		Not in compliance
Requirement: Section 56(1): Providing meals. A registrant must ensure that all meals, fluids and snacks provided to residents (a) are consistent with the menu plan, (b) are palatable and safe for residents, taking into consideration residents' needs and capabilities, and (c) are provided in sufficient portions to meet residents' needs and ensure adequate hydration.			Compliance Action: N/A	
Observation: Meals provided to residents did not met the requirements of the Assisted Living Regulation.				
Actions taken or to be taken by Registrant (Operator): The Registrant must conduct a meal survey with residents and review the current menu plan based on resident feedback. The menu plan must ensure that meals are sufficient, palatable and safe. If changes are made to the menu plan, it must be reviewed by a registered dietician as required in section 55 (3) (b) of the Assisted Living Regulation. The registrant must submit evidence, to the Assisted Living Registry demonstrating a survey has been conducted and if applicable, the menu plan has been revised and reviewed.				
Actions taken or to be taken by Registry: The Assisted Living Registry will review information submitted by the registrant and work with the registrant as required.				