



Assisted Living Registry
Substantiated Complaint Information

Name of Residence: Nanaimo Seniors Village

Address: 6085 Uplands Drive, BC V9V 1T8

Legal Name/Operator of Residence: Nanaimo Seniors Village 3 LLP

The complaint investigation was concluded on June 16, 2020. 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	Start of Residency	June 4, 2020		Not in Compliance
Requirement: Section 29 (c)(i)(ii): Admission screening			Compliance Action:	
Observation: The operator failed to provide the Registry with policies and procedures to support the admissions screening process.				
Actions taken or to be taken by Operator: Submit admission screening policies and procedures to the Registry for review. Complete screening assessments for recent admissions and submit those assessments to the Registry for review.				
Actions taken or to be taken by Registry: Review admission policies and procedures and screening assessments for compliance with the Assisted Living Regulation.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	June 4, 2020		Not in Compliance
Requirement: Section 33 (5): Personal service plans			Compliance Action:	
Observation: The personal service plan provided was missing the resident's signature. The operator had not obtained approval to provide services.				
Actions taken or to be taken by Operator: Ensure all personal service plans are signed by the resident or the resident's personal representative.				
Actions taken or to be taken by Registry: Conduct follow up site inspection to review personal services plans.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	June 4, 2020		Not in Compliance
Requirement: Section 35(1), (b), (e)(i)(ii): Review of personal service plan			Compliance Action:	
Observation: The operator has not followed their personal service plan review schedule and has not conducted re-assessments of a current resident.				
Actions taken or to be taken by Operator: Review and update personal services plans and assessments as per internal policies and procedures.				
Actions taken or to be taken by Registry: Conduct follow up site inspection to audit personal services plans and resident assessments.				