



Assisted Living Registry

Complaint #: C2021-S80

Substantiated Complaint Information

Name of Residence: Nanaimo Seniors Village

Address: 6085 Uplands Drive, Nanaimo BC

Legal Name of Registrant (Operator): Nanaimo Seniors Village 3LLP

The complaint investigation was concluded on January 25, 2022. 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	Employees	January 25, 2022		Not in compliance
<b>Requirement: 22 (1) Character and skill requirements.</b> A registrant must not employ a person in an assisted living residence unless the registrant or manager has first obtained a criminal record check for the person.			<b>Compliance Action:</b> N/A	
<b>Observation:</b> The Registrant did not complete criminal record checks as required.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must review staff files to ensure criminal records checks have been completed and take necessary steps to obtain a criminal record check, if applicable.  The Registrant must provide a summary of the criminal record check review to the Assisted Living Registry.				
<b>Actions taken or to be taken by Registry:</b> The investigator will review the information when it is received and will provide ongoing education for the registrant.				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	January 25, 2022		Not in compliance
<b>Requirement: Section 42: Resident Satisfaction.</b> At least annually, a registrant must survey all residents to determine resident satisfaction with  (a) the operation of the assisted living residence, and (b) the provision of hospitality services and assisted living services.  A registrant must make a record describing the findings of the survey.			<b>Compliance Action:</b> N/A	
<b>Observation:</b> The Registrant has not completed an annual survey as required.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must conduct a survey of the assisted living residents only and submit the survey to the Assisted Living Registry.  The Registrant is to develop and submit a policy relating to the annual survey requirement of assisted living residents.				
<b>Actions taken or to be taken by Registry:</b> The investigator will review the information when it received and will provide ongoing education for the registrant.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative matters	January 25, 2022		Not in compliance
<b>Requirement: 73 (1) (b) General duties.</b> A registrant must ensure that all plans and policies made under the regulation are implemented.			<b>Compliance Action:</b> N/A	
<b>Observation:</b> The Registrant did not adequately implement their own policies concerning the safety of staff and residents.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must provide a written plan demonstrating how they will ensure that staff are educated on the requirements to implement all policies related to the safety of staff and residents. This plan must be submitted to the Assisted Living Registry.				
<b>Actions taken or to be taken by Registry:</b> The investigator will review the information when it is received and will provide ongoing education for the registrant.				