



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S23

Name of Residence: Nikkei Home

Address: 6680 Southoaks Crescent, Burnaby

Legal Name of Registrant (Operator): Nikkei Seniors Health Care and Housing Society

The complaint investigation was concluded on August 12, 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	End of Residency	February 1, 2021	February 28, 2022	In compliance
Requirement: Section 45 (3) Planned end of residency. A registrant must ensure that a transition plan is developed for a resident that provides for ending a resident's residency if the resident's needs and capabilities change such that the resident requires care or is no longer allowed, under section 26.1 <i>[persons not allowed to reside in an assisted living residence]</i> of the Act, to reside in the assisted living residence.			Compliance Action: The Registrant has provided an updated transition plan template and updated End of Residency policies.	
Observation: The Registrant did not initiate a transition plan within an appropriate timeframe. The Registrant's End of Residency policies do not meet the requirements of the Assisted Living Regulation.				
Actions taken or to be taken by Operator (Registrant): The Registrant has created, and submitted to the Registry, a transition plan template and updated end of residency policies. 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	Resident Health and Safety	March 27, 2021	February 28, 2022	In compliance
Requirement: Section 51 Reportable incidents. A Registrant must take immediate and appropriate action to respond to an incident listed in Schedule E of the Assisted Living Regulation, including submitting a Reportable Incident Form to the Registry within 24 hours.			Compliance Action: The Registrant has provided an updated Reportable Incident policy.	
Observation: The Registrant did not submit reportable incidents as required. The Registrant’s current Reportable Incident policy does not meet the requirements of the Assisted Living Regulation.				
Actions taken or to be taken by Operator (Registrant): The Registrant submitted an updated reportable incident policy to the Registry and implemented the new policy. 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 Hospitality Services	April 9, 2021	August 19, 2021	In compliance
Requirement: Section 57 Housekeeping services. A registrant must provide housekeeping services that: (a) include, at the least, sufficient cleaning of the premises, including regular cleaning of hard surfaces, to prevent disease and ensure a safe, clean and sanitary environment, and (b) take into consideration the needs and capabilities of residents.			Compliance Action: The Registrant updated their current housekeeping policy to include periodic and thorough cleaning of resident units.	
Observation: The Registrant has and continues to make significant efforts to address pest issues by hiring a pest management contractor and holding frequent staff meetings. However, pests continued to be a challenge and as well as concerns regarding the thoroughness of the housekeeping staff. The Registrant’s current housekeeping policy does not adequately address thorough cleaning practices for areas of residents’ units where pests may shelter/seek food, such as under heavy/stationary furniture or appliances.				
Actions taken or to be taken by Operator (Registrant): The Registrant must update their current housekeeping policies to include cleaning under heavy furniture and appliances within resident units. No further action required.				
Actions taken or to be taken by Registry: No further action required.				