



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S20

Name of Residence: Northview

Address: 1125-90th Avenue, Dawson Creek BC

Legal First and Last Name/Operator of Residence: Marla Reed

The complaint investigation was concluded on June 9, 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	Resident Health and Safety	June 9, 2021	October 25, 2021	In Compliance
Requirement: Section 50: Duties respecting abuse and neglect. A registrant must ensure that a resident is not, in the course of receiving hospitality services or assisted living services, subjected to any type of abuse or neglect described in section 51 and Schedule E.			Compliance Action: Updated reportable incident policy submitted to the Registry. Policy includes the requirements set out in section 51 of the assisted living regulation.	
Observation: The registrant’s policy does not include requirements for reportable incidents under section 51 of the Assisted Living Regulation.				
Actions taken or to be taken by Operator: The registrant must submit an updated policy to include the requirements of reportable incidents.				
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	June 9, 2021	October 25, 2021	In Compliance
Requirement: Section 55 (2) (a): Menu Plan. A registrant must ensure that a menu plan is developed that describes the meals, fluids and snacks for each day over at least a 4-week cycle.			Compliance Action: An updated 4-week menu plan was submitted and now includes fluids and snacks.	
Observation: The registrant’s menu plan does not include fluids or snacks.				
Actions taken or to be taken by Operator: The registrant must submit an updated 4-week menu plan that includes fluids and snacks.				
Actions taken or to be taken by Registry: No further action required.				