



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S45

Name of Residence: Rosemary Heights Seniors Village

Address: 15240 – 34th Avenue, Surrey

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

The complaint investigation was concluded on February 15, 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	February 15, 2022		Not in compliance
Requirement: Section 22 (2) (b) (iii): Character and Skill Requirements. A registrant must not employ a person unless they are satisfied the person has training and demonstrates the skills necessary to carry out assigned duties and responsibilities.			Compliance Action: N/A	
Observation: The registrant was unable to demonstrate that employees have the appropriate training and skills necessary to carry out assigned duties and responsibilities, prior to employment.				
Actions taken or to be taken by Registrant (Operator): The registrant must submit documentary evidence demonstrating current employees have been assessed to have the appropriate training and skills necessary to perform their assigned duties and responsibilities. The registrant must ensure that employees are adequately orientated to their assigned duties and responsibilities. The registrant must ensure orientation is conducted according to their internal policies and procedures.				
Actions taken or to be taken by Registry: Review information relating to the employee training and skills when it is received.				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	February 15, 2022		Not in compliance
Requirement: Section 29 Admission Screening. Before accepting a person, the registrant must first be satisfied that the person does not require care, they are not prohibited from residing in a residence and they may live in the residence without jeopardizing the health and safety of themselves or another resident.			Compliance Action: N/A	
Observation: The registrant did not adequately implement their pre-admission screening policy before allowing a person to reside in the residence. Staff were unclear of their roles and responsibilities relating to the admission of new residents.				
Actions taken or to be taken by Registrant (Operator): The registrant must ensure staff are provided with written information relating to their assigned job duties and responsibilities. The registrant must ensure that staff are trained in implementing the policies and procedures of the residence. The registrant is to submit documentary evidence demonstrating that staff have been provided with the necessary information and have been trained on admission screening policies.				
Actions taken or to be taken by Registry: Review information, once submitted and conduct a follow up site inspection to audit resident and staff files.				

INDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Hospitality Services	February 15, 2022	February 15, 2022	In compliance
Requirement: Section 57 (a): Housekeeping Services. The registrant must provide housekeeping services that include sufficient cleaning of the premises to ensure a safe, clean, and sanitary environment.			Compliance Action: The registrant has taken actions to review and amend the housekeeping policy to address extended resident absences.	
Observation: The registrant’s housekeeping policy was not followed by staff resulting in insufficient cleaning of a resident room, during an unexpected absence, for an extended period of time.				
Actions taken or to be taken by Registrant (Operator): No further actions required.				
Actions taken or to be taken by Registry: No further actions required.				