



Assisted Living Registry
Substantiated Complaint Information

Name of Residence: Summerland Seniors Village

Address: 12803 Atkinson Road, Summerland BC

Legal Name/Operator of Residence: Summerland Seniors 3 LLP

The complaint investigation was concluded on May 20, 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

Table with 5 columns: Section of the Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Start of Residency, May 19, 2020, N/A, Not in compliance. Includes Requirement, Observation, and Actions taken or to be taken by Operator and Registry.

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	May 19, 2020	N/A	Not in compliance
<b>Requirement:</b> Personal service plan, section 33, 2 (b) a registrant must ensure that a personal service plan is developed within 30 days.			<b>Compliance Action: None</b>	
<b>Observation:</b> The registrant did not develop the personal service plan within the required time period.				
<b>Actions taken or to be taken by Operator:</b> The registrant must ensure that that a personal service plan will be developed within the following period after the resident starts to reside in the assisted living residence 30 days, in the case of an assisted living residence of the Seniors and Persons with Disabilities class.				
<b>Actions taken or to be taken by Registry:</b> The investigator will work with the operator to achieve compliance.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	May 19, 2020	N/A	Not in compliance
<b>Requirement:</b> Implementation of a Personal service plan, section 34 (1) a registrant must ensure that a resident's personal service plan is implemented.			<b>Compliance Action: None</b>	
<b>Observation:</b> The registrant did not demonstrate that a resident's personal service plan was implemented.				
<b>Actions taken or to be taken by Operator:</b> The registrant must ensure that a resident's personal service plan will be implemented when a resident starts receiving assisted living services.				
<b>Actions taken or to be taken by Registry:</b> The investigator will work with the operator to achieve compliance.				

<b>FINDINGS</b>				
<b>Section of the Act or Regulation</b>	<b>Category</b>	<b>Date of non-compliance</b>	<b>Date of compliance</b>	<b>Compliance Status</b>
Assisted Living Regulation	Resident Health and Safety	April 19, 2020	May 20, 2020	In compliance
<p><b>Requirement:</b> Reportable incidents, Section 51(2) (b) (i), (ii) a registrant must do all of the following if this section applies:  within 24 hours of the incident, report the incident to all of the following:</p> <ul style="list-style-type: none"> <li>○ the registrar, in the form and manner required by the registrar;</li> <li>○ the resident's contact person, if appropriate, and any other person the resident requests</li> </ul>			<p><b>Compliance Action:</b> The registrant has demonstrated compliance with this requirement since the complaint investigation was initiated.</p>	
<p><b>Observation:</b> The registrant did not demonstrate at the time of the complaint an incident was reported as required.</p>				
<p><b>Actions taken or to be taken by Operator:</b> None</p>				
<p><b>Actions taken or to be taken by Registry:</b> None</p>				