



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2020-S32

Name of Residence: Sun Pointe Village

Address: 700 Rutland Road North, Kelowna BC

Legal Name of Registrant (Operator): Baptist Housing Enhanced Living Communities

The complaint investigation was concluded on November 22, 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	Residents	June 22, 2020	November 22, 2021	In compliance
Requirement: Section 40 (1) (b) monitoring residents. A registrant must advise a resident and, if appropriate, a resident's contact person if the resident's health or safety is or may be jeopardized.			Compliance Action: Registrant has a new assisted living manager in place.	
Observation: Site management did not ensure adequate and timely communication with family regarding the health of a resident.				
Actions taken or to be taken by Registrant (Operator): Registrant has reviewed management concerns and taken actions to address issues. No further actions required.				
Actions taken or to be taken by Registry: No further actions required.				