



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S10

Name of Residence: Tabor Court

Address: 31954 Sunrise Crescent, Abbotsford

Legal Name/Operator of Residence: Tabor Home Society

The complaint investigation was concluded on April 20, 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	April 20, 2021	June 18, 2021	In compliance
Requirement: Section 43(1) Resident concerns and complaints. A registrant must make a policy describing how residents may bring a concern or make a complaint to the registrant and how concerns will be addressed and resolved in a fair, timely and effective manner.			Compliance Action: Residence has submitted an updated Complaint Policy with the requested revisions.	
Observation: Registrant’s Complaint Policy is for Licenced Care section of Tabor Village and not specific to Assisted Living (Tabor Court).				
Actions taken or to be taken by Operator: Submit a revised Complaint Policy to the registry that is specific to Assisted Living section of the residence.				
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	Residents	April 20, 2021	April 20, 2021	In compliance
Requirement: Section 43(2) Resident concerns and complaints. A registrant must display in a prominent place in the assisted living residence how to contact the registrar to make a complaint, including the registrar’s contact information.			Compliance Action: The residence has removed all outdated Assisted Living Registry Complaint brochures and replaced with the Assisted Living Registry Complaint Poster.	
Observation: The residence was providing residents with an outdated Assisted Living Registry Complaint brochure that had incorrect contact information for the registry.				
Actions taken or to be taken by Operator: The residence is to remove all expired Assisted Living Complaint brochures from the residence and replace with the Assisted Living Registry Complaint Poster. The residence has completed this request.				
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	April 20, 2021	June 1, 2021	In compliance
Requirement: Section 51 (2)(b)(i) – Reportable Incidents. A registrant must within 24 hours of the incident, report the incident to the registrar.			Compliance Action: An updated Reportable Incident Policy was submitted and approved.	
Observation: Residence did not report reportable incidents to the registry within appropriate time frame.				
Actions taken or to be taken by Operator: Residence is required to submit incident reports for all identified incidents found by investigator by viewing progress notes. Residence submitted the identified Incident Reports as required by the Registry once identified.				
Residence is required to revise their Incident Reporting Policy to be specific to the reporting requirements of the Assisted Living Registry.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	April 20, 2021	June 4, 2021	In compliance
Requirement: Section 67 (2)(c): Administering medication. A registrant who provides assistance with administering medication must ensure the following: a record is made in respect of each administration of medication and of each error made in administering medication			Compliance Action: Residence has submitted evidence demonstrating that staff have received additional training and support.	
Observation: Residence was found to have recorded that medication was administered by staff when the medication was not administered.				
Actions taken or to be taken by Operator: Residence has acknowledged the error and has submitted an “Action Plan” to the registry that identifies the training and support that will be provided to staff. Residence is to submit evidence to the registry that the additional training and support was provided to all staff that assist with administering medication.				
Actions taken or to be taken by Registry: No further action required.				