

**Assisted Living Registry  
Substantiated Complaint Information**

Complaint #: C2020-S73

**Name of Residence:** Tsawaayuus Rainbow Gardens**Address:** 6222 Compton Rd, Port Alberni, BC**Legal Name/Operator of Residence:** Westcoast Native Health Care Society

**The complaint investigation was concluded on April 6, 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 6, 2021	May 26, 2021	In Compliance
<b>Requirement: Section 34 (1) and (2): Implementation of Personal Service Plan.</b> (1) A registrant must ensure that a resident's personal service plan is implemented. (2) A registrant must ensure that the implementation of a resident's personal service plan is monitored regularly to ensure that the plan is achieving its objective.			<b>Compliance Action:</b> Operator submitted a detailed policy outlining the steps to be taken when developing, implementing, and monitoring residents' personal service plans.	
<b>Observation:</b> The operator failed to implement a resident's personal service plan and did not monitor the plan.				
<b>Actions taken or to be taken by Operator:</b> There are no further actions required.				
<b>Actions taken or to be taken by Registry:</b> There are no further actions required.				