



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-S26

Name of Residence: The Village Langley

Address: 3920 198 Street, Langley BC

Legal First and Last Name/Operator of Residence: Verve Senior Living

The complaint investigation was concluded on July 8, 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
Community Care and Assisted Living Act	Assisted Living Residences	July 8, 2021		Not in compliance
Requirement: Section 26(1) (c) Persons not allowed to reside in an assisted living residence. A registrant of an assisted living residence must not allow a person to reside in the residence if the person (c) behaves in a manner that jeopardizes the health or safety of others.			Compliance Action: N/A	
Observation: Resident exhibited behaviours that jeopardized the health or safety of others.				
Actions taken or to be taken by Operator: Registrant must ensure residents meet the criteria for residing in assisted living.				
Actions taken or to be taken by Registry: Investigator will follow up with a site visit.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	July 8, 2021		Not in compliance
Requirement: Section 29 (b) Admission Screening. Before accepting a person as a resident, a registrant must first be satisfied, based on all available information, that the person is not prohibited, under Section 26.1 <i>[persons not allowed to reside in an assisted living residence]</i> of the Act, from residing in the assisted living residence.			Compliance Action: N/A	
Observation: No admission screening was completed before the resident moved in.				
Actions taken or to be taken by Operator: Operator must ensure that potential residents are screened before entering into a residency agreement and moving into the residence. This screening must be documented.				
Actions taken or to be taken by Registry: Investigator will follow up with a site visit.				