



Assisted Living Registry
Substantiated Complaint Information

Name of Residence: Waverly Seniors Village

Address: 8445 Young Road, Chilliwack

Legal Name/Operator of Residence: Waverly Seniors Village 3 LLP

The complaint investigation was concluded on September 1, 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

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	September 1, 2020	N/A	Not in compliance
<p>Requirement: Section 20 Must have sufficient employees. A registrant must ensure that, at all times, there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services to residents in accordance with the registrant's registration, and in a manner that will not jeopardize the health and safety of residents.</p> <p>Observation: Residence does not have sufficient number of employees at all times with adequate training and qualifications to provide hospitality services and assisted living services to residents.</p>			Compliance Action: N/A	
<p>Actions taken or to be taken by Operator: Operator to ensure proper staff coverage for all shifts. Operator to create staff coverage policy and plan and submit to the Registry. Operator to ensure all staff are properly trained on what services they must provide during their shift.</p>				
<p>Actions taken or to be taken by Registry: Registry to review updated staffing policy and plan and conduct site inspection to ensure sufficient staff on site.</p>				



FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	September 1, 2020	N/A	Not in compliance
<p>Requirement: Section 55 (2)(a) and (b) Menu plan. A registrant must ensure that a menu plan is developed that describes the meals, fluids and snacks for each day over at least a 4 week cycle and is consistent with the recommendations set out in Canada's Food Guide.</p>			<p>Compliance Action: N/A</p>	
<p>Observation: Menu plan does not include fluids and snacks for each day. Menu plan is not consistent with the recommendations set out in Canada's Food Guide.</p>				
<p>Actions taken or to be taken by Operator: Menu plan to specify if residence provides foods for breakfasts or if residents must purchase and make their own breakfasts. Operator to add fluids and snacks to menu plan and submit revised menu plan to Registry for review.</p>				
<p>Actions taken or to be taken by Registry: Registry to review revised menu plan.</p>				

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Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	September 1, 2020	N/A	Not in compliance
<p>Requirement: Section 55 (3) Menu plan. A registrant must consult with a dietitian</p> <ul style="list-style-type: none"> to make an initial menu plan, and to review and, if appropriate, revise the menu plan if the daily menu changes significantly, or 5 years have passed since the menu plan was last reviewed. 			<p>Compliance Action: N/A</p>	
<p>Observation: Consultation was not done with a person who is authorized to practice dietetics under the <i>Health Professions Act</i>.</p>				
<p>Actions taken or to be taken by Operator: Operator to have menu reviewed and approved by Registered Dietitian in BC.</p>				
<p>Actions taken or to be taken by Registry: Operator to submit revised menu and confirmation that menu has been approved by a Registered Dietitian in BC.</p>				



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Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	September 1, 2020	N/A	Not in compliance
<p>Requirement: Section 60(b) Personal emergency response system. A registrant must provide to residents a 24 hour emergency response system that is accessible to residents in a manner appropriate to resident needs and capabilities.</p>			Compliance Action: N/A	
<p>Observation: Emergency response system is not accessible to residents in a manner that meets their needs.</p>				
<p>Actions taken or to be taken by Operator: Operator to ensure appropriate 24-hour emergency response procedure in place, this includes ensuring that staff is able to respond to resident’s emergency response systems calls. Emergency response policy and procedure to be submitted to the Registry.</p>				
<p>Actions taken or to be taken by Registry: Registry to review 24-hour emergency response procedure and conduct site inspection to ensure resident’s emergency needs are being met.</p>				