



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2022-S20

Name of Residence: McConnell Estates

Address: 4701 Kerby Avenue Terrace

Legal Name of Registrant (Operator): Northern Health Authority

The complaint investigation was concluded on May 5, 2022. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (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	Assisted Living Residences	May 5, 2022	June 1, 2023	In compliance
Requirement: Section 24 (1) (a) (b) :Continuing obligations . A registrant must ensure that (a) the performance of each employee is reviewed regularly, and (b) the registrant or manager is satisfied that the employee demonstrates the skills needed to carry out the duties that the employee is assigned.			Compliance Action: Operator submitted performance reviews for all staff.	
Observation: The registrant did not complete performance reviews regularly.				
Actions taken or to be taken by Registrant (Operator): Registrant to submit copies of performance reviews for all staff to the Assisted Living Registry for review. No further action required.				
Actions taken or to be taken by Registry: No further action.				