



Assisted Living Registry  
Substantiated Complaint Information

Complaint #: C2021-S59

**Name of Residence:** The Heritage Retirement Residence

**Address:** 3630 Brown Road, Kelowna BC

**Legal Name of Registrant (Operator):** Diversicare dba Heritage Retirement Inc.

The complaint investigation was concluded on December 2, 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	Start of Residency	November 1, 2021	January 31, 2022	In compliance
<b>Requirement: Section 33 (1) (a), (3) (b), (4) and (5) Personal Service Plan.</b> The registrant must include all content set out in Schedule D of the regulation in a personal service plan. The registrant must ensure that a resident participates in creating the plan and approves the plan. A copy of the plan must be given to the resident.			<b>Compliance Action:</b> The registrant has updated personal service plan documents to include all of the requirements of the Assisted Living Regulation.  The registrant has submitted evidence of personal service plans meeting the requirements of the Assisted Living Regulation.	
<b>Observation:</b> The registrant was unable to demonstrate that the personal service plan was developed and approved by the resident. The registrant did not ensure that all of the applicable content set out in Schedule D of the Assisted Living Regulation was included in the personal service plan.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must create a personal service plan template/document that includes all of the requirements of section 33 and schedule D of the Assisted Living Regulation. The registrant must ensure personal service plans are created with the participation of residents, signed and copies are given to the resident.  The registrant must submit a copy of the personal service plan template/document to the investigator for review and approval.  No further actions required.				
<b>Actions taken or to be taken by Registry:</b> No further actions 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	November 1, 2021	January 31, 2022	In compliance
<b>Requirement: Section 51(1) and (2) (b) Reportable Incidents.</b> A registrant must report an incident to the Assisted Living Registry within 24 hours of the occurrence of the incident. An incident is reportable, if a resident is the subject of or witnesses to a type of incident described in Schedule E of Assisted Living Regulation.			<b>Compliance Action:</b> The registrant submitted a reportable incident policy and procedure that meets the requirements of the Assisted Living Regulation.	
<b>Observation:</b> Registrant did not submit a reportable incident as required. The registrant does not have reportable incident policy and procedure in place to guide staff on the requirements of reportable incident notification.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must create a reportable incident policy and procedure and provide the investigator with a copy. Registrant to ensure staff are aware of the requirements of reportable incident notification.  No further actions required.				
<b>Actions taken or to be taken by Registry:</b> No further actions required.				