

Substantiated Complaint Information

Name of Residence: The Gardens at Qualicum Beach

Address: 650 Berwick Road North, Qualicum Beach

Legal Name of Registrant (Operator): Qualicum Gardens Senior Living

The complaint investigation was concluded on September 27, 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				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Emergency Preparedness	September 27, 2022	June 19, 2023	In compliance
Requirement: Section 27 First Aid (1) A registrant must ensure that, at all times, an employee who holds a valid first aid and CPR certificate, provided on completing a course that meets the requirements of Schedule B, is readily accessible to residents.			Compliance Action: Operator submitted a first aid training plan and copies of current first aid certificates.	
Observation: Residence has first responders on site at all times, who do not hold valid first aid and CPR certificate.				
Actions taken or to be taken by Registrant (Operator): Operator to provide first aid training to the first responders and revise internal policies to clearly state that the first responder will have first aid training and provide first aid as necessary.				
Actions taken or to be taken by Registry: Review updated policies and first aid certificates for first responders when available.				