

Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-S79

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

**Address:** 3630 Brown Road, Kelowna

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

The complaint investigation was concluded on October 21, 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	End of Residency	September 16, 2022	October 21, 2022	In compliance
<b>Requirement:</b> <a href="#">Section 45(2)(b)(i): Planned end of residency</a> : A registrant must ensure that a transition plan describes how any risks to the health and safety of the resident will be minimized before, during and after the move, and include any changes to the assisted living services that will be provided to the resident while awaiting the move.			<b>Compliance Action:</b> An updated transition plan was submitted that included the missing information.	
<b>Observation:</b> Transition plan did not include how the health and safety of the resident would be protected and was not updated to include the changes to the assisted living services during the transition.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Submit an updated transition plan. Operator to ensure the policy that is place is followed.				
<b>Actions taken or to be taken by Registry:</b> No further requirements.				