

[Assisted Living Registry](#)

Complaint #: C2022-M42

Substantiated Complaint Information**Name of Residence:** VisionQuest - The Lake**Address:** 7185 Tunkwa Lake Road, Logan Lake**Legal Name of Registrant (Operator):** VisionQuest Recovery Society

The complaint investigation was concluded on November 23, 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	Start of residency	October 26, 2022	January 12, 2023	In Compliance
Requirement: Section 32 Short-term service plan: A registrant must ensure that a short-term service plan is developed for the resident, containing sufficient information to guide employees in protecting and promoting the resident's health and safety until a personal service plan is developed.			Compliance Action: Operator submitted a plan describing how short-term personal service plans will be completed for new residents.	
Observation: A short-term personal service plan was not completed for a new resident.				
Actions taken or to be taken by Registrant (Operator): The registrant must submit to the Registry a plan to ensure short-term personal service plans are being completed and contain sufficient information about the assisted living services being provided.				
No further actions required.				
Actions taken or to be taken by Registry: No further action required.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	October 26, 2022	January 12, 2023	In Compliance
Requirement: Section 37 Medication Policy : A registrant must make a policy describing the types of medications that are accommodated on the premises, and the medications that are not permitted on the premises.			Compliance Action: Operator submitted an updated medication policy, which includes a pharmacist consultation, outlining the medications that are accommodated and those that are not permitted at the residence. Documentation was also provided demonstrating staff had been educated on the updated policy.	
Observation: The medication policy does not include the types of medications that are accommodated or not permitted at the residence. The medication policy is not consistent with other information provided to residents.				
Actions taken or to be taken by Registrant (Operator): Registrant to submit to the Registry a medication policy, including a list of accommodated medications and medications that are not permitted. Registrant to also submit proof that staff have received training, education, and clarification surrounding the policy. No further actions required.				
Actions taken or to be taken by Registry: No further action required.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	July 14, 2022	January 12, 2023	In Compliance
Requirement: Section 51(2)(b) Reportable Incidents : A registrant must submit a reportable incident to the registrar within 24 hours of the incident.			Compliance Action: Operator submitted a reportable incident policy reflecting the regulation requirements.	
Observation: The registrant did not submit a reportable incident as required.				
Actions taken or to be taken by Registrant (Operator): Registrant to submit to the Registry a reportable incident policy. No further actions required.				
Actions taken or to be taken by Registry: No further action required.				