



Assisted Living Registry

Complaint #: C2022-S34

Substantiated Complaint Information

Name of Residence: Amica Somerset House

Address: 540 Dallas Road, Victoria

Legal Name of Registrant (Operator): Amica Somerset House Inc.

The complaint investigation was concluded on January 13, 2023. 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	Registration	May 13, 2022	January 13, 2023	In compliance
Requirement: Section 9 (4): notice to registrar of changes. A registrant must not make any change to the structure of the premises of the assisted living residence (a) unless, at least 4 months before the change, the registrant gives to the registrar written notice of the change, and (b) unless the registrar first approves the change in writing.			Compliance Action: Registrant has submitted a plan detailing renovation schedule and plans.	
Observation: Registrant made changes to the structure of the assisted living residence without notifying and receiving approval from the registrar				
Actions taken or to be taken by Registrant (Operator): No further action 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	Standards for operation	May 13, 2022	January 13, 2023	In compliance
<p>Requirement: Section 15 (2) (a): If more than one class or non-residents</p> <p>A registrant who operates an assisted living residence to which this section applies must:</p> <p>(a) ensure that units for each class, and for residents and non-residents, are located in separate and distinct locations on the premises.</p>			<p>Compliance Action: Registrant submitted updated floor plans demonstrating the assisted living units are in separate and distinct locations on the premises.</p> <p>A site inspection conducted on January 10, 2023 reflected the updated floor plans.</p>	
<p>Observation: Assisted living units were mixed with independent living units on the premises.</p>				
<p>Actions taken or to be taken by Registrant (Operator): Submit floor plans demonstrating that assisted living units are in separate and distinct locations.</p> <p>Ensure floor plans are not modified without prior consultation with the Assisted Living Registry.</p> <p>No further action required.</p>				
<p>Actions taken or to be taken by Registry: No further action required.</p>				