



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-S70

Name of Residence: Icelandic Harbour

Address: 2020 Harrison Drive, Vancouver

Legal Name of Registrant (Operator): Icelandic Care Home Hofn Society

The complaint investigation was concluded on November 30, 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
Community Care and Assisted Living Act	Assisted Living Residences	November 30, 2022	November 14, 2023	In compliance
Requirement: Section 26 (5): Operating an assisted living residence . A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance Action: Registrant submitted the required plans, policies, and revised residency agreement. A follow up site inspection was conducted by the Assisted Living Registry.	
Observation: <ul style="list-style-type: none">Registrant failed to protect the health and safety of the resident when they did not monitor the resident, placing the resident at increased risk.Registrant failed to meet the resident’s needs when they withheld assisted living and housekeeping services and did not make attempts to communicate with and to support the resident.Registrant failed to support a resident to attend dining area and did not arrange tray service.Registrant failed to review and update resident’s personal service plan when there was substantial change in the resident’s needs and capabilities.Registrant failed to ensure polices and procedures were followed.Residency agreement does not include all the requirements outlined in Schedule C of the Assisted Living Regulation				
Actions taken or to be taken by Registrant (Operator): <ul style="list-style-type: none">Submit a plan detailing how personal services plans are reviewed and updated.Submit a policy describing how residents health and safety is monitored and recorded.Develop a plan describing how existing policies and procedures will be implement by the Registrant and how adherence to policies and procedures will be monitored.Submit a revised residency agreement that includes all content listed in Schedule C of the Assisted Living Regulation.				
Actions taken or to be taken by Registry: No further action.				