

Assisted Living Registry

Complaint #: C2022-S66

Substantiated Complaint Information

Name of Residence: Swedish Assisted Living Residence

Address: 7230 Halifax Street, Burnaby

Legal Name of Registrant (Operator): Swedish Canadian Rest Home Association

The complaint investigation was concluded on November 10, 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	November 10, 2022	February 9, 2023	In compliance
Requirement: Section 33 (1) (b): Personal service plan A registrant must ensure that a personal service plan is developed for a resident that provides sufficient detail to enable employees to understand their duties and responsibilities in achieving the objectives of protecting and promoting the resident's health and safety, meeting the resident's needs, and achieving the resident's personal goals, if applicable.			Compliance Action: Registrant submitted a plan demonstrating how personal service plans will include sufficient and relevant information.	
Observation: Resident’s personal service plan did not provide sufficient detail for employees to protect the resident’s health and safety.				
Actions taken or to be taken by Registrant (Operator): Personal service plans must include up to date information to assist employees to protect and promote a resident’s health and safety. Submit to the Registry a plan demonstrating how personal service plans will include sufficient and relevant detail that will enable employees to understand their duties and responsibilities of protecting and promoting the health and safety of residents. No further action is required.				
Actions taken or to be taken by Registry: No further action is required.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 10, 2022	February 9, 2023	In compliance
Requirement: Section 39 (1): Respect for resident privacy . A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident, including the privacy of each resident's unit, belongings and storage area.			Compliance Action: Registrant submitted evidence that staff have been informed of resident rights, including the confidentiality of personal information.	
Observation: The Registrant did not take appropriate steps to protect the personal information of a resident.				
Actions taken or to be taken by Registrant (Operator): Submit to the Registry a plan of how staff will be advised of resident rights, particularly their right to confidentiality of personal information.				
No further action is required.				
Actions taken or to be taken by Registry: No further action is required.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 10, 2022	February 9, 2023	In compliance
Requirement: Sections 42 (1): Resident satisfaction At least annually, a registrant who operates an assisted living residence of the Mental Health or Seniors and Persons with Disabilities class must survey all residents to determine resident satisfaction with the operation of the assisted living residence, and the provision of hospitality services and assisted living services.			Compliance Action: Registrant submitted a copy of the resident survey, the plan for when the survey will be conducted, and how survey results will be recorded.	
Observation: Resident surveys were not conducted.				
Actions taken or to be taken by Registrant (Operator): Submit to the Registry a copy of the next resident survey, the plan for when the survey will be conducted, and how survey results will be recorded. No further action is required.				
Actions taken or to be taken by Registry: No further action is required.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident health and safety	November 10, 2022	February 9, 2023	In compliance
Requirement: Section 51 (2) (b): Reportable incidents A registrant must do all of the following within 24 hours of the incident, report the incident to all of the following: <ul style="list-style-type: none">the registrar, in the form and manner required by the registrarthe resident's contact person, if appropriate, and any other person the resident requestsif the resident is the beneficiary of a funding program, a representative of the funding program			Compliance Action: Registrant submitted evidence that staff have been educated on incident reporting requirements.	
Observation: Reportable incident reports were not submitted.				
Actions taken or to be taken by Registrant (Operator): The Registrant must submit a plan detailing how staff will be educated on incident reporting requirements under the Assisted Living Regulation. No further action is required.				
Actions taken or to be taken by Registry: No further action is required.				