



Assisted Living Registry

Complaint #: C2022-S62

Substantiated Complaint Information

Name of Residence: Aspira Peninsula Retirement Living

Address: 2088 - 152 Street, Surrey

Legal Name of Registrant (Operator): The Royale West Coast LP

The complaint investigation was concluded on December 8, 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.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Start of Residency, December 8, 2022, March 28, 2023, In compliance. Row 2: Requirement: Section 31 (1) Residency agreement. Observation: Residency agreements do not correctly describe the Registrant's duties and responsibilities... Compliance Action: Registrant has submitted a copy of a residency agreement...



Actions taken or to be taken by Registrant (Operator): The Registrant must revise their residency agreement to include accurate and detailed descriptions of:

- the Registrant's duties and responsibilities to residents and to the Registry,
- the rights of residents as they relate to residing in an assisted living residence,
- the confidentiality of resident records,
- the training of staff providing assisted living services,
- the criteria used for assessing resident suitability and for deciding whether to end a residency,
- how the agreement could be changed,
- the fees and deposits payable by the resident, and
- the contact information of the residence manager.

Submit a copy of the revised residency agreement and a plan for the review and signing of the revised agreements with current residents.

Registrant to implement their plan to review revised agreements with residents, as submitted.

No further actions required.

Actions taken or to be taken by Registry: No further actions.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	December 8, 2022	August 30, 2022	In compliance
<p>Requirement: Section 45 (1) Planned end of residency. A registrant must ensure that a transition plan is developed for a resident that provides for ending a resident's residency if the resident's needs and capabilities change such that the resident is no longer allowed, under section 26.1 of the Act, to reside in an assisted living residence.</p>			<p>Compliance Action: Registrant drafted and implemented a transition plan policy that complies with regulation.</p>	
<p>Observation: Registrant did not have a transition plan policy in place at time of complaint.</p>				
<p>Actions taken or to be taken by Registrant (Operator): Draft and implement transition plan policy for residents. Submit the transition plan policy to the Registry for review and approval.</p> <p>No further actions.</p>				
<p>Actions taken or to be taken by Registry: The Registry has provided educational resources to the Registrant and will continue to monitor progress.</p>				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	December 8, 2022	March 28, 2023	In compliance
<p>Requirement: Section 51(2) Reportable incidents. A registrant must do all of the following:</p> <ul style="list-style-type: none"> (a) take immediate and appropriate action to respond to the incident (b) within 24 hours of the incident, report the incident to all of the following: <ul style="list-style-type: none"> (i) the registrar, in the form and manner required by the registrar (ii) the resident's contact person, if appropriate, and any other person the resident requests (iii) if the resident is the beneficiary of a funding program, a representative of the funding program (c) make a record of the reportable incident and of the actions taken under paragraph (a) 			<p>Compliance Action: Registrant submitted a reportable incident policy to the Registry that complies with regulation.</p> <p>Registrant also submitted evidence demonstrating that staff have been provided training about the reportable incident policy and that this training has been implemented.</p>	
<p>Observation: Registrant has not been reporting incidents as required. Registrant did not have a policy guiding staff on incident reporting.</p>				
<p>Actions taken or to be taken by Registrant (Operator): Draft and submit a reportable incident policy guiding staff on the requirements of reporting.</p> <p>Submit evidence demonstrating staff have been educated on the reportable incident policy and that it has been implemented.</p> <p>No further action required.</p>				
<p>Actions taken or to be taken by Registry: The Registry has provided educational resources to the Registrant and will monitor progress through an audit of the reportable incidents submitted throughout the coming year.</p>				