



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-S46

Name of Residence: Columbia Garden Village

Address: 800-10th Avenue, Invermere BC

Legal Name of Registrant (Operator): Golden Life Management Corp.

The complaint investigation was concluded on February 1, 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	Employees	February 1, 2023	February 16, 2023	In compliance
Requirement: Section 20 Must have sufficient employees : A registrant must ensure that, at all times, there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services to residents in accordance with the registrant's registration, and in a manner that will not jeopardize the health and safety of residents.			Compliance Action: The registrant provided an updated staff schedule, with supporting documentation, demonstrating there are enough employees to provide hospitality and assisted living services to residents safely.	
Observation: The staff schedule was not adequate to ensure hospitality and assisted living services were provided in a manner that did not jeopardize the health and safety of residents.				
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	Providing Hospitality Services	February 1, 2023	February 16, 2023	In compliance
Requirement: Section 57 Housekeeping : A registrant must provide housekeeping services that include, at the least, sufficient cleaning of the premises, including regular cleaning of hard surfaces, to prevent disease and ensure a safe, clean and sanitary environment, and take into consideration the needs and capabilities of residents.			Compliance Action: The registrant provided an updated housekeeping schedule to ensure sufficient cleaning of the premises is being completed.	
Observation: The registrant was unable to provide documentation that housekeeping services were completed when staff were not scheduled.				
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.				