



Assisted Living Registry

Complaint #: S2023-S05

Substantiated Complaint Information

Name of Residence: Heritage Manor II

Address: 9824 106th Avenue, Fort St John

Legal Name of Registrant (Operator): Northern Health Authority

The complaint investigation was concluded on April 24, 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	Housing	March 17, 2023	April 17, 2023	In compliance
Requirement: Section 17 (1) (a) and (b): Physical requirements . A registrant must ensure that the assisted living residence: (a) is in a state of good repair and is safe, clean, and free of hazards and (b) is maintained at a safe and comfortable temperature for residents.			Compliance Action: Operator submitted photographs showing that repairs were completed to the door sill/transition.	
Observation: Back entrance door sill/transition (wheelchair ramp) poses a fall hazard. A crack under the dinning room exterior door, allowed cold air and snow to enter the interior and negatively impacted the indoor temperature. While this has now been repaired, this health and safety risk was not addressed by the landlord (BC Housing) in a timely manner.				
Actions taken or to be taken by Registrant (Operator): Make immediate repairs to the door sill/transition to reduce the risk of falls. Submit a plan for repairs to the Registry as discussed with the investigator. Submit photographs of completed repairs. No further actions.				
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	Residents	March 17, 2023		Not in compliance
Requirement: Section 43 (1) (b): Resident concerns and complaints . A registrant must make a policy describing how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: There are inconsistencies within the existing policy regarding maintenance repairs and concerns/complaints. There is no clear process on how and when maintenance concerns will be addressed and resolved in a fair, timely and effective manner. Complaints received in November regarding a crack under the dinning room exterior door, allowing cold air and snow to enter the interior, was not fixed until February. Concerns received in November regarding the back entrance door sill/transition (wheelchair ramp) were not addressed in a timely manner.				
Actions taken or to be taken by Registrant (Operator): Update the existing policy to clarify how (and to whom) maintenance complaints are to be addressed, including who is responsible for responding to a complaint or a concern of this nature. Consult with the landlord (BC Housing), and then provide in the updated policy, information about how maintenance concerns will be addressed in a timely and effective manner to ensure the health and safety of residents. Submit to the Registry the updated policy for review.				
Actions taken or to be taken by Registry: Review the updated policy.				