

Substantiated Complaint Information

Name of Residence: Nanaimo Seniors Village

Address: 6085 Uplands Drive and 6089 Uplands Drive, Nanaimo

Legal Name of Registrant (Operator): Nanaimo Seniors Village 3 LLP

The complaint investigation was concluded on May 18, 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	Residents	May 18, 2023		Not in compliance
Requirement: Section 35 (1) (e): Review of personal service plan . A registrant must ensure that a resident's personal service plan is reviewed and revised, if (e) if there is any substantial change to (i) the resident's needs or capabilities, or (ii) the nature or scope of the hospitality services or assisted living services being provided to the resident.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: Personal service plan was not updated when a resident's needs and scope of assisted living services changed.				
Actions taken or to be taken by Registrant (Operator): Develop, and submit to the Registry, a policy regarding updating personal service plans when the needs and services of a resident change. The policy must include timelines for updating personal services plans as they relate to a resident's assessment or reassessment.				
Actions taken or to be taken by Registry: Review policy and timelines once submitted.				