



Assisted Living Registry

Substantiated Complaint Information

Name of Residence: Millennium Tower

Complaint #: C2022-S94

Address: 1175 Broughton Street, Vancouver

Legal Name of Registrant (Operator): Saint Elizabeth Health Services

The complaint investigation was concluded on February 15, 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
Community Care and Assisted Living Act	Assisted Living Residents	February 15, 2023	June 22, 2023	In Compliance
Requirement: Section 26 (5) Operating an assisted living residence . A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents. A registrant must ensure that a resident is not, in the course of receiving hospitality services or assisted living services, subjected to any type of abuse or neglect. Emotional abuse as defined in the Assisted Living Regulation means any act, or lack of action, that may diminish the sense of dignity of a resident, perpetrated by a person who is not a resident, such as verbal harassment, yelling or confinement.			Compliance Action: The operator submitted the required policies and plans. The operator submitted evidence of a resident satisfaction surveys being compelted for 2023 and provided written confirmation that the 2024 resident satisfaction surveys will be submitted to the Assisted Living Registry.	
Observation: The Registrant did not take actions to protect the health and safety of residents. Lack of action subjected residents to potential occurrences of emotional abuse.				
Actions taken or to be taken by Registrant (Operator): Submit all policies and plans related to Assisted Living Regulation sections 22 (1) (b) (ii), 24 (1) and 43 (3) as detailed below. In addition, you must submit to the Registry, resident satisfaction surveys conducted over the next 2 years. This will include 2023 and 2024 resident satisfaction surveys.				
Actions taken or to be taken by Registry: Monitor for compliance with 2024 resident surverys.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	February 15, 2023	June 22, 2023	In Compliance
Requirement: Section 22 (1) (b) (ii) Character and Skill requirements . A registrant must not employ a person in an assisted living residence unless the registrant or manager is satisfied the person has the personality, ability and temperament necessary to provide services to residents.			Compliance Action: The operator submitted a staff screening policy and ongoing assessment.	



Observation: The registrant employed staff that did not have the personality, ability and temperament that is necessary to provide hospitality services to residents.	
Actions taken or to be taken by Registrant (Operator): Submit a policy for screening of staff when hired and assessment of staff throughout employment. 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	Employees	February 15, 2023	June 22, 2023	In Compliance
Requirement: Section 24 (1) Continuing Obligations The registrant must ensure the performance of each employee is reviewed regularly, and the registrant or manager is satisfied that the employee demonstrates the skills needed to carry out the duties the employee is assigned.			Compliance Action: The operator submitted a staff performance evaluation for plan and a policy for staff evaluations and conduct.	
Observation: The registrant did not conduct regular performance evaluations for staff. Performance evaluations conducted were not sufficient in providing evidence that the employee had the skills necessary to carry out their duties.				
Actions taken or to be taken by Registrant (Operator): Submit a plan outlining how performance evaluations for all staff will be conducted regularly. Develop a policy describing the steps that will be taken should a staff evaluation not be satisfactory, as well as steps that will be taken should complaints be made regarding staff conduct. 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	Residents	February 15, 2023	June 22, 2023	In Compliance
Requirement: Section 43 (3) Resident Concerns and Complaints If a concern is brought or a complaint is made to the registrant, the registrant must make reasonable attempts to address the concern or resolve the complaint and make a record of the concern or complaint and actions taken.			Compliance Action: The operator submitted an updated complaint policy and plan.	
Observation: The registrant did not provide evidence that reasonable attempts were made to address or resolve complaints regarding staff conduct. The registrant did not provide evidence that all complaints as well as any actions taken relating to the complaint are being documented.				
Actions taken or to be taken by Registrant (Operator): Submit an updated complaint policy, as well as a plan describing how the Registrant will monitor staff adherence to the policy. No further action required.				
Actions taken or to be taken by Registry: No further action required.				