



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-M19

Name of Residence: Glacierview Apartments

Address: 33134 Marshall Road, Abbotsford

Legal Name of Registrant (Operator): Nick Blackman

The complaint investigation was concluded on April 26 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	April 26, 2023	May 17, 2023	In compliance
Requirement: Section 24 (1) (a): Continuing obligations. A registrant must ensure that the performance of each employee is reviewed regularly.			Compliance Action: Registrant has submitted evidence that an employee review has been completed.	
Observation: Employee review had not been completed since 2018.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to conduct employee review and provide evidence that it has been completed. 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	Emergency Preparedness	April 26, 2023	April 26, 2023	In compliance
Requirement: Section 28 (3) (a): Opioid overdoses. A registrant must ensure that naloxone and related supplies are readily accessible to all employees and residents.			Compliance Action: Registrant has provided evidence that naloxone kits are readily assessable to residents and employees. Registrant has updated their opioid overdose plan to include regular monitoring of naloxone kit stock and expiry dates.	
Observation: Naloxone kits were stored in the medication room and not accessible to employees and residents. Some naloxone kits on-site were expired.				
Actions taken or to be taken by Registrant (Operator): Registrant is updated the opioid overdose plan to include monitoring of naloxone kit stock and expiry dates. Registrant it to ensure that naloxone kits are available on each floor of the residence, in an assessable space where residents and employees can access easily. 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	Providing Assisted Living Services	April 26, 2023	April 26, 2023	In compliance
Requirement: Section 64 (1) (a): Managing medication generally . A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to ensure that assistance with managing medication is provided in a manner that does not jeopardize health and safety.			Compliance Action: Registrant submitted updated medication policies which now include regular monitoring of medications and returning medications to the pharmacy.	
Observation: Resident (unscheduled) medications were found to be expired with no current medication direction available.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to update medication policies to include regular monitoring of scheduled and unscheduled medications to ensure that medications have not expired. The policy must also include information regarding disposable of expired medication. No further actions required.				
Actions taken or to be taken by Registry: No further actions.				