



Substantiated Complaint Information

Name of Residence: Amica Arbutus Manor

Address: 2125 Eddington Drive, Vancouver

Legal Name of Registrant (Operator): Amica Arbutus Manor Inc.

The complaint investigation was concluded on September 5, 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
<i>Community Care and Assisted Living Act</i>	Assisted Living Residences	September 5, 2023		Not in compliance
Requirement: Section 26.1 (a): Persons not allowed to reside in an assisted living residence: A registrant of an assisted living residence must not allow a person to reside in the residence if the person is unable to make, on their own behalf, decisions that are necessary to live safely.			Compliance Action: Required action yet to be completed by the Registrant.	
Observation: The Registrant accepted an individual into the residence, who was not suitable to live in assisted living and unable to make decisions necessary to live safely.				
Actions taken or to be taken by Registrant (Operator): The Registrant must submit a policy describing how an individual is determined not suitable to live at the residence. As well as submit a process and plan on how the policy will be followed by employees.				
Actions taken or to be taken by Registry: Review the policy and the plan once submitted.				