



Assisted Living Registry

Complaint #: C2023-S27

Substantiated Complaint Information

Name of Residence: Hamilton High Street Residence

Address: 23100 Garripie Avenue, Richmond

Legal Name of Registrant (Operator): Hamilton High Street Residence Inc.

The complaint investigation was concluded on May 11, 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.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Act, Persons not allowed to reside in an assisted living residence, May 11, 2023, Sept 21, 2023, In compliance. Includes Requirement, Observation, and Actions taken sections.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Housing, May 11, 2023, Sept 21, 2023, In compliance. Includes Requirement and Observation sections.



<b>Actions taken or to be taken by Registrant (Operator):</b> Ensure that all units for each class of residents are separate and in distinct locations. Submit a new floor plan indicating each class location.				
<b>Actions taken or to be taken by Registry:</b> No further action.				
FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Admission Screening	May 11, 2023	Sept 21,2023	In compliance
<b>Requirement:</b> <a href="#">Section 29 (1) Start of Residency</a> Before accepting a person as a resident, a registrant must first be satisfied that the person does not require care.			<b>Compliance Action:</b> Operator confirmed their understanding of meeting admission screening criteria for residents who reside in Assisted Living during a meeting held on August 16,2023 and during an on-site inspection September 21, 2023	
<b>Observation:</b> At the time of admittance the resident's care needs were found to exceed the admission criteria for Assisted Living.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Create an admission screening document and submit it to the Assisted Living Registry. Documentation provided to the Registry confirms 5 residents have been transitioned into more suitable care arrangements.				
<b>Actions taken or to be taken by Registry:</b> Review submitted admission screening document.				
FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residency agreement	May 11, 2023	Sept 21,2023	In compliance
<b>Requirement:</b> <a href="#">Section 31 (3) (b) Start of Residency</a> On signing a residency agreement, a registrant must give to the resident written information respecting how to contact the registrar to make a complaint, including the registrar's contact information, and inform the resident in a manner that is appropriate to the resident's needs and capabilities of the contents of the materials given.			<b>Compliance Action:</b> Residency agreements updated to include registrar's contact information. Registry staff completed a follow up inspection and observed that the "How to Make a Complaint" poster was posted in a prominent place at the residence.	
<b>Observation:</b> The Operator did not provide the resident with the contact information for the registrar to make a complaint, including the registrar's contact information.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Provide the resident with the contact information for the registrar to make a complaint, including the registrar's contact information.				
<b>Actions taken or to be taken by Registry:</b> No further action.				
FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Personal service plan	May 11, 2023	Sept 21,2023	In compliance



**Requirement:** [Section 33 \(5\) \(a\) \(b\) Personal service plan](#)  
For the purposes of subsection (4), a personal service plan must be signed by the resident or the resident's personal representative, and the registrant, the manager or a person authorized to sign personal service plans on behalf of the registrant.

**Compliance Action:**  
Personal Services Plans were observed during an on site follow up inspection to have been signed as required.

**Observation:** The personal service plan was not signed by the resident or the resident's personal representative, and the registrant, the manager or a person authorized to sign personal service plans on behalf of the registrant.

**Actions taken or to be taken by Registrant (Operator):** The Operator must ensure all personal services plans are signed by the resident or the resident's personal representative, and the registrant, the manager or a person authorized to sign personal service plans on behalf of the registrant.

**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	Respect for personal decisions	May 11, 2023	Sept 21, 2023	In compliance

**Requirement:** [Section 38\(1\)\(a\)\(b\) Respect for personal decisions](#)  
A registrant must not intervene in the making of a personal decision by a resident or when a resident is carrying out a personal decision or prevent a resident from carrying out a personal decision.

**Compliance Action:**  
Registry staff completed a follow up inspection on Sept 21, 2023 to review systems designed to promote the residents ongoing decision making.

**Observation:** The Operator interfered with a resident's decision making when appointing a new physician.

**Actions taken or to be taken by Registrant (Operator):** In order to prevent further occurrences, the Operator is to develop a system to confirm that communications sent to the resident, or their decision maker, have been received. Continue to support the residents in their personal decision making.

**Actions taken or to be taken by Registry:** No further action.

**FINDINGS**

Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Menu Plan	May 11, 2023	June 1, 2023	In compliance

**Requirement:** [Section 55 \(3\) \(b\) \(ii\) Providing Hospitality Services](#) A registrant must consult with a dietitian to review and, if appropriate, revise the menu plan if the daily menu changes significantly

**Compliance Action:**  
A letter signed by a registered dietitian dated June 1, 2023, was provided to the Registry. The letter concludes that a 5 -week cycle menu was reviewed and determined to be satisfactory.

**Observation:** The Operator did not consult with a dietitian to review or revise the menu plan when the plan changed significantly.



**Actions taken or to be taken by Registrant (Operator):** The Operator was requested to provide evidence of a menu review by a registered dietitian due to significant changes.

**Actions taken or to be taken by Registry:** No further follow-up required.