



Assisted Living Registry

Complaint #: C2023-S80

Substantiated Complaint Information

Name of Residence: Comox Valley Seniors Village

Address: 4640 Headquarters Road, Courtenay

Legal Name of Registrant (Operator): James Lienbenberg

The complaint investigation was concluded on August 31, 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	Resident Health and Safety	August 31, 2023	September 8, 2023	In compliance
Requirement: Section 54 (a): Service provision generally . Registrant must ensure that hospitality services are provided to residents in a manner that promotes resident independence.			Compliance Action: Registrant has submitted a plan to support the resident's independence while receiving hospitality services.	
Observation: Registrant did not promote resident independence in the delivery of hospitality services.				
Actions taken or to be taken by Registrant (Operator): Registrant to create an individual plan in collaboration with the resident to ensure independence of the resident is not restricted while providing hospitality services. No further action required.				
Actions taken or to be taken by Registry: No further action required.				