



Assisted Living Registry

Complaint #: C2023-S61

Substantiated Complaint Information

Name of Residence: Bedford Manor

Address: 529 Seymour Street, Kamloops

Legal Name of Registrant (Operator): Connective Support Society Kamloops

The complaint investigation was concluded on November 7, 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	Housing	June 20, 2023		Not in compliance
Requirement: Section 19 (1) Safety . A registrant must ensure that the assisted living residence is secured in a manner that protects residents from entry by unauthorized persons.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: The Registrant did not have policies in place regarding persons who are visiting staff members.				
Actions taken or to be taken by Registrant (Operator): The Registrant must develop a policy regarding staff having visitors on site and provide that policy to the Assisted Living Registry (the Registry).				
Actions taken or to be taken by Registry: Review policy.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	June 20, 2023		Not in compliance
Requirement: Section 22 (3) Character & Skill Requirement . A registrant may employ a person without meeting the requirements of subsection (1) if the registrant has a contract, letter or other form of written assurance that the other person has obtained the information and is satisfied of the matters referred to in subsection (1) .			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: The registrant did not obtain documentary evidence that the contractor had obtained the required character and skill requirements.				
Actions taken or to be taken by Registrant (Operator): The Registrant must provide the Registry with written confirmation that each contracted employee, has met the character and skill requirements required by the regulation.				
Actions taken or to be taken by Registry: Review documentation.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of residency	June 20, 2023		Not in compliance
<p>Requirement: Section 31 (1) Residency Agreement and Schedule C (3) (h). A registrant may accept a person as a resident by making a written residency agreement with the person that includes all of the applicable content set out in Schedule C, which states a registrant must include whether any persons residing in the assisted living residence are not residents and, if so, whether those persons will have access to the common areas of the assisted living residence.</p> <p>Observation: The Registrant did not provide residents with information about person(s) living and visiting the residence who were non-residents or provide information regarding access of those person (s) to the common areas of the residence.</p>			<p>Compliance Action: Required actions yet to be completed by the Registrant.</p>	
<p>Actions taken or to be taken by Registrant (Operator): The Registrant must provide the Registry with an updated residency agreement that includes information relating to any non-residents living on site.</p> <p>If any non-residents are living on site, the Registrant must develop a policy regarding access to the common areas, as outlined in section 15 (2) (b) of the regulation.</p> <p>The Registrant must provide the Registry with written confirmation that residents have been informed of changes to the residency agreement after the updated residency agreement has been reviewed and accepted by the Registry.</p>				
<p>Actions taken or to be taken by Registry: Review the updated residency agreement, and policy if applicable.</p>				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	June 20, 2023		Not in compliance
<p>Requirement: Section 61 (2) (b) Service Provision Generally. A registrant must ensure that assisted living services are provided by individuals who have the necessary training, experience, skills and other qualifications to provide the service.</p> <p>Observation: The Registrant did not ensure the staff providing assistance with medication had the necessary training, experience, skills and other qualifications.</p> <p>Medication policies and processes are outdated and do not align with the current practice.</p>			<p>Compliance Action: Required actions yet to be completed by the Registrant.</p>	
<p>Actions taken or to be taken by Registrant (Operator): The Registrant must provide the Registry with updated medication policies and processes.</p> <p>The Registrant must also develop, and provide the Registry with a plan on how and when staff training will occur on the updated polices and processes as well as a training plan for new staff.</p>				
<p>Actions taken or to be taken by Registry: Review medication policies and processes and training plan.</p>				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	June 20, 2023		Not in compliance
<p>Requirement: Section 67 (1) Administering Medication. A registrant who provides assistance with administering medication must ensure that medication is administered only by the resident, or a health professional, or a certified non-registrant within the meaning of the <i>Health Professions Act</i>, who is authorized under that Act to administer the medication.</p>			<p>Compliance Action: Required actions yet to be completed by the Registrant.</p>	
<p>Observation: The Registrant did not have documentation demonstrating that staff had been appropriately delegated to administer medication.</p>				
<p>Actions taken or to be taken by Registrant (Operator): The Registrant must provide the Registry with documentary evidence for each staff member who has been delegated to perform assistance with medication.</p>				
<p>Actions taken or to be taken by Registry: Review documentation.</p>				