

[Assisted Living Registry](#)

Complaint #: C2023-M34

**Substantiated Complaint Information****Name of Residence:** Waverly Seniors Village**Address:** 8445 Young Road, Chilliwack**Legal Name of Registrant (Operator):** Waverly Seniors Village 3 LLP

The complaint investigation was concluded on November 30, 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	Residents	August 23, 2023	September 21, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 35 (1) (e): Review of personal service plan</a> : A registrant must ensure that a resident's personal service plan is reviewed and revised  (e) if there is any substantial change to the resident's needs or capabilities, or the nature or scope of the hospitality services or assisted living services being provided to the resident.			<b>Compliance Action:</b> Personal service plan has been updated.	
<b>Observation:</b> The Registrant did not review or revise the personal service plan for a resident whose dietary needs changed.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Review and update the residents' personal service plan to address meal supports and dietary restrictions. Submit a copy of the updated personal service plan to the Assisted Living Registry.  No further actions required.				
<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	Providing Hospitality Services	August 4, 2023	November 30, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 56 (1) (b): Providing meals</a> : A registrant must ensure that all meals, fluids and snacks provided to residents are palatable and safe for residents, taking into consideration residents' needs and capabilities.			<b>Compliance Action:</b> Plan received.	
<b>Observation:</b> The Registrant did not appropriately consider the residents’ dietary needs.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Develop a plan demonstrating how all individual dietary needs will be supported to ensure meals meet the needs of each resident. Submit the plan to the Assisted Living Registry.  No further actions required.				
<b>Actions taken or to be taken by Registry:</b> No further action.				