

Substantiated Complaint Information

Name of Residence: Mountain Lake Seniors Community

Address: 908 Eleventh Street, Nelson, BC V1L 7A6

Legal Name of Registrant (Operator):

The complaint investigation was concluded on May 16, 2024. 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
Community Care and Assisted Living Act	Assisted Living Residences	May 16, 2024	May 30, 2024	In compliance
Requirement: Section 26 (5): Operating an assisted living residence . A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance Action: Registrant submitted a plan within the given timeframe.	
Observation: The registrant did not take steps to address a staff whose behaviours and conduct were the subject of a complaint.				
Actions taken or to be taken by Registrant (Operator): The registrant must develop a plan of how complaints will be formally addressed and efficiently responded to. The plan must include how residents’ health and safety will be protected. The plan must be submitted to the Assisted Living Registry (Registry) by May 30, 2024.				
No further actions required.				
Actions taken or to be taken by Registry: No further actions.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	May 16, 2024	May 30, 2024	In compliance
Requirement: Section 43 (3) (a): Resident concerns and complaints . If a concern is brought or a complaint is made to the registrant, the registrant must make reasonable attempts to address the concern or resolve the complaint.			Compliance Action: Registrant submitted a complaint policy within the given timeframe.	
Observation: The registrant did not respond to a complaint about staff conduct.				
Actions taken or to be taken by Registrant (Operator): The registrant must submit a complaint policy which describes how concerns related to staff conduct will be reviewed. The policy must be submitted to the Registry by May 30, 2024.				
No further actions required.				
Actions taken or to be taken by Registry: No further actions.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	May 16, 2024	May 30, 2024	In compliance
Requirement: Section 51 (2) (b) (i): Reportable incidents. A registrant must: (b) within 24 hours of the incident, report the incident to (i) the registrar, in the form and manner required by the registrar			Compliance Action: Registrant submitted a policy within the given timeframe.	
Observation: The registrant did not report an incident to the Registrar.				
Actions taken or to be taken by Registrant (Operator): The registrant must develop a policy describing how incidents will be reported to the registrar. The plan must include how staff will be educated on regulatory requirements and how the registrant will assess staff's adherence to the policy. The policy must be submitted by May 30, 2024. No further actions required.				
Actions taken or to be taken by Registry: No further actions.				