

Substantiated Complaint Information

**Name of Residence:** The Harry and Jeanette Weinberg (of Baltimore) Residence

**Address:** 5650 Osler Street, Vancouver

**Legal Name of Registrant (Operator):** David Keselman

The complaint investigation was concluded on May 9, 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
Assisted Living Regulation	Residents	May 9, 2024		Not in compliance
<b>Requirement:</b> <a href="#">Section 41 (1): Visitors and communicating with non-residents</a> : A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure that a resident may receive at any time, and communicate privately with, visitors of the resident's choice			<b>Compliance Action:</b> Required actions not yet completed by the registrant.	
<b>Observation:</b> The visitor policy provided was not specific to the residence. The policy did not include the rules and expectations of visitors or how visitors were made aware of the residence’s visitor rules. The policy did not have a process for determining if a visitor was not permitted on the premises and how that would be communicated to the visitor and staff.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant is required to have an updated visitor policy that is specific to the residence. The updated policy must include the rules and expectations of visitors, including how visitors are made aware of the residence’s visitor rules.  The registrant is required to develop a process of how a visitor may be determined as not permitted on the premises and the steps that will be taken to communicate this decision to the visitor, residents and staff.  The visitor policy and procedures must be submitted to the Assisted Living Registry by June 30, 2024.				
<b>Actions taken or to be taken by Registry:</b> Review visitor policy documents once submitted.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	May 9, 2024		Not in compliance
<b>Requirement:</b> <a href="#">Section 43 (1) and (3): Resident concerns and complaints.</a> (1) A registrant must make a policy describing all of the following:  (a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to  (i) the operation of the assisted living residence,  (ii) the provision of hospitality services and assisted living services, or  (iii) the implementation of their residency agreements  (b) how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.  (3) If a concern is brought or a complaint is made to the registrant, the registrant must do both of the following:  (a) make reasonable attempts to address the concern or resolve the complaint;  (b) make a record of the concern or complaint and the actions taken under paragraph (a).			<b>Compliance Action:</b> Required actions not yet completed by the registrant.	
<b>Observation:</b> The complaint policy is not specific to the residence. The registrant did not follow their complaint policy when a complaint about visitor accesses was submitted.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant is required to review and update the complaint policy to ensure that it is specific to the residence.  The registrant is required to develop a plan of how staff will be informed and trained on the residence’s complaint policies and procedures. The registrant must also develop a process to monitor that the complaint policy is being implemented correctly.  The complaint policy, training plan and monitoring process must be submitted to the Assisted Living Registry by June 30, 2024.				
<b>Actions taken or to be taken by Registry:</b> Review complaint policy documents once submitted.				