



Assisted Living Registry

Complaint #: C2023-S83

Substantiated Complaint Information

Name of Residence: Heritage Manor II

Address: 9824 106th Avenue, Fort Saint John

Legal Name of Registrant (Operator): Denise MacDonald, Northern Health Authority

The complaint investigation was concluded on November 19, 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 15, 2023	September 13, 2024	In compliance
Requirement: Section 50 Duties respecting abuse and neglect A registrant must ensure that a resident is not, in the course of receiving hospitality services or assisted living services, subjected to any type of abuse or neglect described in Schedule E . "Neglect" means the failure of a registrant to meet the needs of a resident, including with respect to food and shelter. "Emotional abuse" means any act, or lack of action, that may diminish the sense of dignity of a resident.			Compliance Action: The Registrant has submitted a behavioral plan policy and assessment process. No further actions required.	
Observation: The Registrant implemented a behavioral plan that did not meet a resident's needs and neglected the resident's social well being.				
Actions taken or to be taken by Registrant (Operator): The Registrant must develop and submit to the Assisted Living Registry (the Registry) a behavioral plan policy and assessment process. The policy must demonstrate how potential risks to a resident are identified, assessed and mitigated. The policy must also include how the behaviour plan will be implemented, reviewed and monitored. The policy must also take into consideration who will be consulted and how the resident will be involved in the creation of a behaviour plan. The policy and practice of behaviour plans must ensure that residents are not subject to harm or neglect and is compliant with the <i>Community Care and Assisted Living Act</i> and the Assisted Living Regulation.				
Actions taken or to be taken by Registry: No further action.				