



Assisted Living Registry

Complaint #: C2023-S102

Substantiated Complaint Information

Name of Residence: Aspira Mayfair Retirement Living

Address: 2267 Kelly Avenue, Port Coquitlam BC

Legal Name of Registrant (Operator): The Royale West Coast LP

The complaint investigation was concluded on September 12, 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.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Community Care and Assisted Living Act, Assisted Living Residences, September 12, 2024, Not in compliance. Includes Requirement, Observation, and Compliance Action details.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Start of Residency, September 12, 2024, Not in compliance. Includes Requirement, Observation, and Compliance Action details.



Actions taken or to be taken by Registrant (Operator): Submit a policy indicating the process and steps to review personal service plans. Submit a plan to implement and educate all staff on the policy and process.

The Registrant must submit the policy and implementation plan to the Registry by October 21, 2024.

Actions taken or to be taken by Registry: Review policy and plan.

| FINDINGS | | | | |
|--|----------------------------|------------------------|--|-------------------|
| Act or Regulation | Category | Date of non-compliance | Date of compliance | Compliance Status |
| Assisted Living Regulation | Resident health and safety | September 12, 2024 | | Not in compliance |
| <p>Requirement: Section 51 (2) (b): Reportable incidents. A registrant must within 24 hours of the incident, report the incident to all of the following:</p> <ul style="list-style-type: none"> (i) the registrar, in the form and manner required by the registrar (ii) the resident's contact person, if appropriate, and any other person the resident requests (iii) if the resident is the beneficiary of a funding program, a representative of the funding program | | | <p>Compliance Action: Required actions yet to be completed by Registrant.</p> | |
| <p>Observation: The Registrant did not submit reportable incident reports as required.</p> | | | | |

Actions taken or to be taken by Registrant (Operator): Develop a reportable incident reporting policy and procedure. Develop a plan to implement and educate all staff on the requirements of incident reporting.

The Registrant must submit the policy, procedure and implementation plan to the Registry by October 21, 2024.

Actions taken or to be taken by Registry: Review the policy and plan.

| FINDINGS | | | | |
|--|------------------------|------------------------|--|-------------------|
| Act or Regulation | Category | Date of non-compliance | Date of compliance | Compliance Status |
| Assisted Living Regulation | Administrative matters | September 12, 2024 | | Not in compliance |
| <p>Requirement: Section 73 (1) (b): General duties. A registrant must ensure that all plans and policies that must be made under this regulation are implemented.</p> | | | <p>Compliance Action: Required actions yet to be completed by Registrant.</p> | |
| <p>Observation: The Registrant did not follow their own policy when ending a residency.</p> | | | | |
| <p>Actions taken or to be taken by Registrant (Operator): Submit a plan of how and when the Registrant, and all staff will be educated on the policy and procedures for ending a residency.</p> <p>The Registrant must submit the plan to the Registry by October 28, 2024.</p> | | | | |
| <p>Actions taken or to be taken by Registry: Review the plan.</p> | | | | |