

Substantiated Complaint Information

Name of Residence: Gateway Assisted Living

Address: 13787 100 Ave, Surrey

Legal Name of Registrant (Operator): Mosaic Seniors Care Society

The complaint investigation was concluded on October 15, 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	Start of Residency	October 15, 2024		Not in compliance
Requirement: Section 33 (1) (b): Personal service plan A registrant must ensure that a personal service plan is developed for a resident that provides sufficient detail to enable employees to understand their duties and responsibilities in achieving the objectives of <ul style="list-style-type: none">(i) protecting and promoting the resident's health and safety,(ii) meeting the resident's needs, and(iii) achieving the resident's personal goals, if applicable.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: A resident’s personal service plan did not include sufficient details to enable staff to promote and protect the health and safety of the resident and other residents.				
Actions taken or to be taken by Registrant (Operator): The Registrant must develop a policy that details how all information related to a resident’s needs and supports is documented in the personal service plan. The policy must ensure that the personal service plan includes sufficient information to guide staff to implement strategies and supports. The Registrant must develop a plan demonstrating how staff will be oriented to the policy and trained to ensure residents’ personal service plans are reviewed and followed. Submit the policy and training plan to the Assisted Living Registry (Registry) December 12, 2024.				
Actions taken or to be taken by Registry: Review the submitted documents.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	October 15, 2024		Not in compliance
Requirement: Section 40 (1) (b): Monitoring residents A registrant must advise a resident and, if appropriate, a resident's contact person if the resident's health or safety is or may be jeopardized.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: The Registrant did not notify a resident's family when the resident's health and safety needs changed.				
Actions taken or to be taken by Registrant (Operator): The Registrant must develop a policy that specifies the actions to be taken by staff regarding communicating with a resident's family when a resident's needs change and may pose a health or safety risk to the resident, or others. Submit the policy to the Registry by December 12, 2024.				
Actions taken or to be taken by Registry: Review the submitted policy.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	October 15, 2024		Not in compliance
Requirement: Section 51 (2) (b) (i): Reportable incidents A registrant must within 24 hours of the incident, report the incident to (i) the registrar, in the form and manner required by the registrar.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: The Registrant did not submit a reportable incident report to the Assisted Living Registry.				
Actions taken or to be taken by Registrant (Operator): The Registrant must develop a policy that guides staff on the requirements for submitting reportable incidents. The Registrant must also develop a plan for how staff will be trained in the reporting requirements. Submit the policy and training plan to the Registry December 12, 2024.				
Actions taken or to be taken by Registry: Review the submitted documents.				