

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2023 – S90

Name of Residence: Parry Place

Address: 408 Parry Street, Victoria, BC, V8V 2H7

Legal Name of Registrant (Operator): Capital Region Housing Corporation

This report is a summary of issues found to be non-complaint with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on February 9, 2024. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- Compliance Status**
  - Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
  - In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	February 9, 2024	December 24, 2024	In compliance
<b>Requirement:</b> <a href="#">Section 17 (2): Physical Requirements</a> A registrant must ensure that residents requiring mobility aids may access, in a manner appropriate to each resident, all areas intended for use by residents.			<b>Compliance Action by Registrant (Operator):</b> Required actions completed by the Registrant.  Updated policy and procedure submitted on December 9, 2024.	
<b>Observation</b> Residents who require mobility aids, were unable to access areas intended for use, on ten separate occasions.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant is required to submit a procedure and policy to the Registry for review and approval. This procedure and policy should outline the contingency plan that will be enacted should the elevator malfunction, ensuring that residents can still access all areas intended for use.				
<b>Actions taken or to be taken by Registry:</b> No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	February 9, 2024	December 24, 2024	In compliance
<b>Requirement:</b> <a href="#">Section 18 (1) Furniture and equipment</a> A registrant must ensure that furniture and equipment provided in common areas and units (a) meet resident needs and capabilities,			<b>Compliance Action by Registrant (Operator):</b> Required actions completed by the Registrant.	

(b) are compatible with the health and safety of residents, and (c) are in a state of good repair.	Updated schedule and process for maintenance submitted on December 9, 2024
<b>Observation:</b> Registrant failed to ensure that the elevator was consistently maintained to industry standards, resulting in multiple instances of malfunction impacting residents.	
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant must monitor elevator maintenance work regularly, to ensure that elevator maintenance work is adequately completed.  Registrant must submit for review and approval, a schedule that includes when this monitoring is done, and who is responsible for overseeing and ensuring that proper elevator maintenance and housekeeping is being completed.	
<b>Actions taken or to be taken by Registry:</b> No further action.	

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	February 9, 2024	December 24, 2024	In compliance
<b>Requirement:</b> <a href="#">Section 51 (2) (b) Reportable Incidents</a> A registrant must ensure within 24 hours of an incident, they report the incident to <ul style="list-style-type: none"><li>• The Registrar</li><li>• The resident's contact person, if appropriate, and any other person the resident requests; and,</li><li>• If the resident is the beneficiary of a funding program, a representative of the funding program.</li></ul>			<b>Compliance Action by Registrant (Operator):</b> Required actions completed by the Registrant.  Registrant submitted updated reportable incident policy document, and proof of incident report training for all staff has been conducted.	
<b>Observation:</b> The Registrant did not submit reportable incidents as required.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant to provide the Registry, their reporting of incident policy as well as proof of confirmation that incident report training has been provided to employees.				
<b>Actions taken or to be taken by Registry:</b> No further action.				