

Substantiated Complaint Summary

Name of Residence: Aspira Pacifica Retirement Living

Address: 2525 King George Blvd, Surrey

Legal Name of Registrant (Operator): The Royale LP

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 December 24, 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
<i>Community Care and Assisted Living Act</i>	Assisted Living Residences	October 31, 2024	December 24, 2024	In compliance
Requirement: Section 26 (5): Operating an assisted living residence A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance Action by Registrant (Operator): The registrant developed and implemented a training plan in medication administration, policies, procedures onboarding and orientation, and responding to conflict.	
Observation: Staff did not follow the residence's policies and procedures, which increased the risk to the health and safety to a resident.				
Actions taken or to be taken by Registrant (Operator): The registrant must develop and submit a training plan for staff regarding support with medication and dealing with conflict situations.				
Actions taken or to be taken by Registry: Review the training plan and conflict resolution policy. Follow up with the registrant to ensure that the training plan and relevant policies are implemented.				