

## <u>Assisted Living Registry</u> Substantiated Complaint Summary

Name of Residence: Scottsdale House

Address: 11779 72 Ave, Delta BC V4E 1Z2

Legal Name of Registrant (Operator): Scottsdale House Ltd

This report is a summary of issues found to be non-compliant with the <u>Community Care and Assisted Living Act</u> (Act) and/or the <u>Assisted Living Regulation</u> (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on February 3, 2025. 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.

Complaint #: C2024-MH004

- 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
  - o **Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
  - o **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	Menu Plan	February 3, 2025	February 10, 2025	In Compliance
Requirement: Section 55(3) (b) (ii): Menu Plan: A registrant must consult with a dietitian  (b) to review and, if appropriate, revise the menu plan if  (ii) 5 years have passed since the menu plan was last reviewed.			Compliance Action by Registrant (Operator): Registrant submitted a menu plan approved by a registered dietitian.	
<b>Observation:</b> Registrest confirming the menure registered dietitian w	ı plan had bee vithin the last	istrant is required to s		

**Actions taken or to be taken by Registrant (Operator):** Registrant is required to submit evidence that the menu plan has been reviewed by a registered dietician by January 29, 2025.

No further action required.

**Actions taken or to be taken by Registry:** No further action.

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