

Name of Residence: Heritage Square

Address: 3904-27th Street, Vernon BC V1T 4X7

Legal Name of Registrant (Operator): Kaigo Retirement Communities Ltd.

This report is a summary of issues found to be non-compliant 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 May 14, 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.
- 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	Residents	July 25, 2024	July 31, 2024	In compliance
Requirement: Section 38(1)(a): Respect for personal decisions. A registrant must not do any of the following unless one of the circumstances described in subsection (2) applies: (a) intervene in the making of a personal decision by a resident or when a resident is carrying out a personal decision;			Compliance Action by Registrant (Operator): The Registrant has submitted an updated policy and procedure, along with information confirming that staff have been educated on the new policy.	
Observation: The Registrant intervened in the resident's personal decision to install and use a camera in their unit for the purpose of communicating with family.			No further action required.	
Actions taken or to be taken by Registrant (Operator): The Registrant must submit to the Assisted Living Registry an updated policy and procedure addressing the personal use of cameras, including video and audio recording, within residents' private units. The registrant must also implement the updated policy and ensure that all staff are educated on its content and application.				
Actions taken or to be taken by Registry: No further action.				