

Substantiated Complaint Summary

**Name of Residence:** Rideau Retirement Residence

**Address:** 1850 Rosser Ave, Burnaby

**Legal Name of Registrant (Operator):** Chalmers Foundation

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 April 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.
- 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	Start of Residency	April 3, 2025	November 6, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 29(c): Admission screening</a> . Before accepting a person as a resident, a registrant must first be satisfied, based on all available information that:  (c) the person may reside in the assisted living residence without jeopardizing the health and safety of that person or of any other resident, given  (i) that person's needs and capabilities, and  (ii) the assisted living services provided by or through the registrant.			<b>Compliance Action by Registrant (Operator):</b> The Registrant provided an admission screening policy with all the required content.  The Registrant provided an implementation plan that includes staff training.	
<b>Observation:</b> The Registrant failed to complete an admission assessment to evaluate the resident’s needs, capabilities, and the appropriate assisted living services to be provided.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Develop and provide to the Registry, an admission screening policy that explains the process for assessing a resident’s needs, capabilities, and the assisted living services to be provided. The policy must outline the steps to be followed, including the staff responsible, and how decisions and assessments will be documented.  The Registrant must also provide an implementation plan that includes timelines for staff training and putting the policy into practice.  The policy and implementation plan must be provided by May 22, 2025.				
<b>Actions taken or to be taken by Registry:</b> Conduct a follow-up site inspection.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	April 3, 2025	November 6, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 31(1): Residency agreement.</a> A registrant may accept a person as a resident by making a written residency agreement with the person that includes all of the applicable content set out in Schedule C.			<b>Compliance Action by Registrant (Operator):</b> The Registrant updated the residency agreement to include all required content set out in Schedule C of the regulation. The residency agreement identifies that it is for assisted living residents. The Registrant provided an implementation plan.	
<b>Observation:</b> The residency agreement does not meet regulatory requirements, as key areas outlined in Schedule C are missing.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Update the residency agreement to include all required content set out in Schedule C of the regulation. The residency agreement must clearly indicate that it is applicable only for assisted living residents and must outline the terms of residency, and the services to be provided.  The Registrant must also develop an implementation plan that includes timelines for introducing the updated residency agreement to current residents, obtaining their signed acknowledgment of the updated agreement and ensuring they are provided with a copy. Additionally, the plan must outline the process of educating staff and fully implementing the agreement into practice.  The updated residency agreement and implementation plan must be provided to the Registry by June 18, 2025.				
<b>Actions taken or to be taken by Registry:</b> No further action is required.				

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Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	April 3, 2025	November 6, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 33(1)(a): Personal service plan.</a> A registrant must ensure that a personal service plan is developed for a resident that includes all of the applicable content set out in Schedule D.			<b>Compliance Action by Registrant (Operator):</b> The Registrant developed and provided a personal service plan policy, the implementation plan and timelines.	
<b>Observation:</b> The Registrant failed to develop a personal service plan for the resident with the resident’s involvement and to include the hospitality and assisted living services in the plan.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Develop a personal service plan policy and an implementation plan that outlines specific timelines, the process for educating staff, and the steps to integrate the policy into practice.				
The personal service plan policy and implementation plan must be provided to the Registry by May 22, 2025.				
<b>Actions taken or to be taken by Registry:</b> Conduct a follow-up site inspection.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	End of Residency	April 3, 2025	June 30, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 44(1): End of residency</a> . A Registrant must make a policy describing the procedures to be followed to determine if a resident may no longer reside in the assisted living residence, and to end the resident's residency.			<b>Compliance Action by Registrant (Operator):</b> The Registrant provided an end-of-residency policy that outlines the process and the policy implementation plan.	
<b>Observation:</b> The Registrant proposed to end a residency for a resident without assessing the resident’s decision-making capacity				
<b>Actions taken or to be taken by Registrant (Operator):</b> Develop an end-of-residency policy that clearly outlines the process for ending a residency. The policy must specify the steps to be taken prior to making such decisions, including the processes for assessing decision-making capacity, as well as the procedures for notifying the residents.  The Registrant must also provide an implementation plan that includes timelines for staff education and fully implementing the policy into practice.  The end-of-residency policy and implementation plan must be provided to the Registry by May 22, 2025.				
<b>Actions taken or to be taken by Registry:</b> Conduct a follow-up site inspection.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Resident health and safety	April 3, 2025	June 30, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 51(2)(b): Reportable incidents</a> . A registrant must within 24 hours of the incident, report the incident to the registrar, in the form and manner required by the registrar.			<b>Compliance Action by Registrant (Operator):</b> The Registrant provided a reportable incidents policy and an implementation plan that includes timelines, the process for educating staff, and the steps to integrate the policy into practice.	
<b>Observation:</b> The Registrant failed to submit reportable incidents to the registrar, as required.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Develop a reportable incidents policy and an implementation plan that outlines specific timelines, the process for educating staff, and the steps to integrate the policy into practice. The reportable incidents policy and implementation plan must be provided to the Registry by May 22, 2025.				
<b>Actions taken or to be taken by Registry:</b> Conduct a follow-up site inspection.				