

Name of Residence: Courtyard Terrace

Address: 3730 Burke Street

Legal Name of Registrant (Operator): Courtyard Terrace Assisted Living Residence Partnership

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 November 12, 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	Resident Health and Safety	November 12, 2025		Non-compliance
Requirement: Section 51 (2) Reportable Incidents . The registrant must do all of the following: (a) take immediate and appropriate action to respond to the incident; (b) within 24 hours of the incident, report the incident to all of the following: (i) the registrar, in the form and manner required by the registrar; (ii) the resident's contact person, if appropriate, and any other person the resident requests; (iii) if the resident is the beneficiary of a funding program, a representative of the funding program.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: The registrant did not submit Reportable Incidents for events that met the criteria under Section 51 of the Assisted Living Regulation.				
Actions taken or to be taken by Registrant (Operator): Provide to the Registry the following documents no later than November 28, 2025: <ul style="list-style-type: none">• Reportable Incident Policy• Documentation showing all staff have received training on the Reportable Incident Policy				
Actions taken or to be taken by Registry: Review Reportable Incident Policy and documentation of staff training once provided to the Registry.				