

Substantiated Complaint Summary

Name of Residence: Heritage Place (Alberni Valley)

Address: 4360 Heritage Lane, Port Alberni

Legal Name of Registrant (Operator): Alberni Valley Assisted Living Society

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 25, 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	Employees	November 25, 2025		Not in compliance
Requirement: Section 22(1)(a)(i) Character and skill requirements. A registrant must not employ a person in an assisted living residence unless the registrant or manager <ul style="list-style-type: none">(a) has first obtained<ul style="list-style-type: none">(i) a criminal record check for the person			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: Criminal record checks were not completed for all staff and volunteers.				
Actions taken or to be taken by Registrant (Operator): Provide to the Registry, by December 16, 2025, copies of the completed criminal record checks or documentation demonstrating that checks have been submitted to the Criminal Record Review Program for processing.				
Actions taken or to be taken by Registry: Review documentation once received.				



FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	November 25, 2025.		Not in compliance
Requirement: Section 31(1) Residency agreement. A registrant may accept a person as a resident by making a written residency agreement with the person that includes all the applicable content set out in Schedule C .			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: The Residency Agreement does not reflect the requirement set out in Schedule C.				
Actions taken or to be taken by Registrant (Operator): Update the Residency Agreement to include the requirements of Schedule C, ensuring that the terminology used in the agreement aligns with the language of the Assisted Living Regulation. Provide to the Registry, by January 2, 2025, the revised Residency Agreement along with a plan indicating how and when the updated agreement will be shared with residents.				
Actions taken or to be taken by Registry: Review updated agreement once received.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 25, 2025		Not in compliance
Requirement: Section 39(1) Respect for resident privacy. A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident, including the privacy of each resident's unit, belongings and storage area.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: The existing Privacy Policy lacks clear direction for staff when entering a resident's suite.				
Actions taken or to be taken by Registrant (Operator): Update the Privacy Policy to include procedures for when staff enter a resident's suite. Provide to the Registry, by December 16, 2025, the updated policy including a plan that outlines staff training on the revised procedures and communication to residents.				
Actions taken or to be taken by Registry: Review the policy once received.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 25, 2025,		Not in compliance
Requirement: Section 43(1) Resident concerns and complaints. Registrant must make a policy describing all of the following: (a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to (i) the operation of the assisted living residence, (ii) the provision of hospitality services and assisted living services, or (iii) the implementation of their residency agreements (b) how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			Compliance Action by Registrant (Operator): Required actions yet to be complete by the Registrant.	
Observation: The complaint policy does not outline clear procedures for residents to submit a complaint or provide guidance for staff on how complaints will be managed.				
Actions taken or to be taken by Registrant (Operator): Update the complaint policy to include detailed information on how a complaint can be submitted and how staff will respond and address complaints once received. By December 16, 2025, provide the updated policy along with a plan that outlines staff training on the revised procedures and communication to residents.				
Actions taken or to be taken by Registry: Review the policy once received.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 25, 2025,		Not in compliance
Requirement: Section 43(3) (a) and (b) Resident concerns and complaints. If a concern is brought or a complaint is made to the registrant, the registrant must do both of the following: (a) make reasonable attempts to address the concern or resolve the complaint; (b) make a record of the concern or complaint and the actions taken under paragraph (a).			Compliance Action by Registrant (Operator): Required actions yet to be complete by the Registrant.	
Observation: There is no established procedure for recording complaints or tracking how they are resolved.				
Actions taken or to be taken by Registrant (Operator): Develop a policy and procedure for recording complaints and tracking their resolution. Create and implement a staff training plan on the process for recording and tracking complaints. Submit the policy, procedure, and training plan to the Registry by December 16, 2025.				
Actions taken or to be taken by Registry: Review the policy and procedure once received.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Administration Matters	November 25, 2025.		Not in compliance
Requirement: Section 78(2) Length of time records must be kept. A registrant must keep a record referred to in section 76 <i>[resident records]</i> for at least 2 years from the date the residency of the resident who is the subject of the record ends.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: Personal Service Plans are not retained for the required minimum of two years.				
Actions taken or to be taken by Registrant (Operator): Develop and implement a policy and procedure for maintaining Personal Service Plan records. Submit the policy, procedure, and implementation plan to the Registry by December 16, 2025.				
Actions taken or to be taken by Registry: Review the policy and procedure once received.				