

Assisted Living Registry**Substantiated Complaint Summary**

Complaint #: C2024-SN21

Name of Residence: Summit Residence**Address:** 1335 Summit Avenue**Legal Name of Registrant (Operator):** Northern Health Authority

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 March 27, 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	March 27, 2025	March 27, 2025	In compliance			
Requirement: <u>Section 22(1)(b)(iii) Character and skill requirements.</u> A registrant must not employ a person in an assisted living residence unless the registrant or manager is satisfied that the person has the training, experience and other qualifications, and demonstrates the skills, necessary to carry out assigned duties and responsibilities.		Compliance Action by Registrant (Operator): The registrant implemented a corrective plan that included management training and a review of duties. An assistant was hired to provide additional support.					
Observation: Manager workload and skill led to delays and unsatisfactory responses for resident concerns.		No further actions required.					
Actions taken or to be taken by Registrant (Operator): The registrant must submit a plan to the Assisted Living Registry (Registry) that addresses management deficiencies and includes training for the manager.							
Actions taken or to be taken by Registry: No further action.							



FINDINGS						
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status		
Assisted Living Regulation	Residents	March 27, 2025	March 27, 2025	In compliance		
Requirement: Section 43(1)(b) Resident concerns and complaints. A registrant must make a policy describing all of the following: how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			Compliance Action by Registrant (Operator): The registrant updated the complaint policy and developed a plan to educate both residents and staff.			
Observation: The complaint policy does not meet all the requirements of Section 43.			No further actions required.			
Actions taken or to be taken by Registrant (Operator): The registrant must provide the Registry with an updated complaint policy and a plan to educate residents and staff.						
Actions taken or to be taken by Registry: No further action.						

FINDINGS						
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status		
Assisted Living Regulation	Resident Health and Safety	March 27, 2025	March 27, 2025	In compliance		
Requirement: Section 51(2)(b)(i) Reportable incidents. A registrant must do all of the following if this section applies: within 24 hours of the incident, report the incident to all of the following: the registrar, in the form and manner required by the registrar.			Compliance Action by Registrant (Operator): The registrant updated the Reportable Incident policy and developed a plan to educate staff.			
Observation: The reportable incident does not meet all the requirements of Section 51.			No further actions required.			
Actions taken or to be taken by Registrant (Operator): The registrant must provide the Registry with an updated Reportable Incident policy and a plan to educate staff on reporting incidents.						
Actions taken or to be taken by Registry: No further action.						