

[Assisted Living Registry](#)

Complaint #: C2025-SN030

Substantiated Complaint Summary**Name of Residence:** Ross Place Seniors Community**Address:** 2631 Douglas St., Victoria BC, V8T 5L7**Legal Name of Registrant (Operator):** Ross Place Seniors Residence 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	Residents	November 25, 2025		Not in Compliance		
Requirement: Section 38(1)(a)(b) Respect for personal decisions. Registrant must not do any of the following unless one of the circumstances described in subsection (2) applies:			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.			
(a) intervene in the making of a personal decision by a resident or when a resident is carrying out a personal decision; (b) prevent a resident from carrying out a personal decision.						
Observation: The dress code policy lacks clarity and specificity. It does not define acceptable attire or include measures to prevent bias in decision-making.						
Actions taken or to be taken by Registrant (Operator): Revise the dress code policy to include clear and concise guidelines. The policy must be objective, free from bias, and respectful of individual beliefs, cultural practices, and personal choices. Submit the updated dress code policy to the Assisted Living Registry (Registry) by December 16, 2025.						
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	Administration Matters	November 25, 2025.		Not in compliance
Requirement: <u>Section 76(1)(e) Resident records.</u> A registrant must keep a record for each resident that includes: (e) records made in respect of the resident under sections 43 (3) (b) [resident concerns and complaints], 51 (2) (c) [reportable incidents] and 67 (2) (c) [administering medication], if any				Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.
Observation: Required record-keeping was not maintained. Resident records were incomplete and inconsistent, with missing documentation on complaints, resident conduct, and related updates to Personal Service Plans.				
Actions taken or to be taken by Registrant (Operator): Develop and implement a process to ensure all required records are consistently maintained and monitored. Submit a detailed plan to the Registry by December 16, 2025, outlining how the process will be implemented and sustained.				
Actions taken or to be taken by Registry: Review the policy once received.				