

Assisted Living Registry**Substantiated Complaint Summary**

Complaint #: C2025-SN005

**Name of Residence:** Bedford Manor**Address:** 529 Seymour Street, Kamloops BC**Legal Name of Registrant (Operator):** Connective Support Society Kamloops

**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 13, 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		
Regulation	Monitoring residents	November 13, 2025		Non-compliance		
<b>Requirement:</b> <a href="#">Section 40(1)(a) Monitoring residents</a> . A registrant must monitor residents' health and safety, taking reasonable steps to avoid undue interference with personal privacy.			<b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the registrant.			
<b>Observation:</b> Staff failed to adhere to policy and did not take appropriate measures when monitoring a resident.						
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must develop and provide the Assisted Living Registry (Registry) with a policy and procedure that clearly defines expectations for staff monitoring and responding to residents' needs. The submission must include a plan and timeline for training staff on the policy and procedure, as well as the actions the registrant will take to ensure ongoing monitoring and compliance with the policy. The registrant must provide the policy, procedure, and training plan to the Registry no later than January 9, 2026.						
<b>Actions taken or to be taken by Registry:</b> Review policy and plan once received.						



FINDINGS						
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status		
Regulation	Resident Health and Safety	November 13, 2025		Non-compliance		
<b>Requirement:</b> <a href="#">Section 51(2)(a) Reportable incidents.</a> A registrant must take immediate and appropriate action to respond to the incident.			<b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the registrant.			
<b>Observation:</b> On more than one occasion staff failed to follow the requirement to take appropriate and timely action.						
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must develop and provide the Registry with a plan detailing how staff will be trained on policies and procedures for incident response, including response actions and documentation. The plan must include timelines for training and the actions the registrant will take to ensure ongoing monitoring and compliance. This plan must be submitted to the Registry no later than January 9, 2026.						
<b>Actions taken or to be taken by Registry:</b> Review plan once received.						

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Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status		
Regulation	Resident Health and Safety	November 13, 2025		Non-compliance		
<b>Requirement:</b> <a href="#">Section 51(2)(b)(i) 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> Required actions yet to be completed by the registrant.			
<b>Observation:</b> The registrant did not consistently provide Reportable Incidents as required.						
<b>Actions taken or to be taken by Registrant (Operator):</b> The registrant must provide the Registry with a plan detailing how staff will be educated on reportable incident reporting requirements. The plan must include timelines and include the actions the registrant will take to ensure ongoing monitoring and compliance. This plan must be provided to the Registry no later than January 9, 2026.						
<b>Actions taken or to be taken by Registry:</b> Review the plan once received.						