

Substantiated Complaint Summary

Name of Residence: The Meadows at Sunridge Place

Address: 574 Coronation Avenue, Duncan, BC., V9L 2T9

Legal Name of Registrant (Operator): Sunridge Seniors Community 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 December 17, 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	December 17, 2025		Non-compliance
Requirement: Section 43(3)(a) Resident concerns and complaints. If a concern is brought or a complaint is made to the registrant, the registrant must: (a) make reasonable attempts to address the concern or resolve the complaint			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant	
Observation: Residents’ complaints do not receive sufficient follow-up and are not handled in accordance with the complaint policy.				
Actions taken or to be taken by Registrant (Operator): The registrant must follow the established complaint policy to address all resident complaints appropriately. The registrant must develop and implement a plan to train staff to manage and resolve resident complaints in accordance with the established policy. Provide the training plan to the Assisted Living Registry (Registry) by January 19, 2026.				
Actions taken or to be taken by Registry: Review the training plan.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	December 17, 2025		Non-Compliance
Requirement: Section 56(1)(b) Providing meals. A registrant must ensure that all meals, fluids and snacks provided to residents (b) are palatable and safe for residents, taking into consideration residents' needs and capabilities			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: Kitchen staff have not received adequate training. Meal quality and food safety are inconsistent.				
Actions taken or to be taken by Registrant (Operator): The registrant must develop and implement a plan to ensure kitchen staff are appropriately trained and experienced in meal preparation and cooking. The plan must include measures to maintain meal quality, safety and palatability to meet resident expectations. Provide the training plan to the Registry by January 19, 2026.				
Actions taken or to be taken by Registry: Review training plan.				