

Assisted Living Registry**Substantiated Complaint Summary**

Complaint #: C2025-SN064

**Name of Residence:** Amica on the Gorge**Address:** 994 Gorge Road West, Victoria**Legal Name of Registrant (Operator):** Saanich Senior Living Inc.

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 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  | Start of residency | November 27, 2025  |                    | Non-compliance    |  |  |  |
| <b>Requirement:</b> <a href="#">Section 31(1): Residency Agreement</a> : A registrant may accept a person as a resident by making a written residency agreement with the person that includes all of the applicable content set out in <a href="#">Schedule C</a> . |                    | <b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant. |                    |                   |  |  |  |
| <b>Observation:</b> The residency agreement fails to meet all requirements specified in Schedule C.   |                    |  |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must implement the residency agreement that was approved by the Assisted Living Registrar in January 2024.   |                    |  |                    |                   |  |  |  |
| The Registrant must develop an implementation plan to ensure all residents receive and sign the updated agreement and submit the plan to the Assisted Living Registry (Registry) by January 31, 2026.   |                    |  |                    |                   |  |  |  |
| All Assisted Living residents must receive a copy for review, sign the updated agreement, and receive a signed copy for their records as set out in section 31 (3) and (4) of the Assisted Living Regulation.   |                    |  |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registry:</b> Review the implementation plan and conduct a follow-up site inspection to confirm compliance.  |                    |  |                    |                   |  |  |  |



| FINDINGS  |           |  |                    |                   |  |  |  |
|---|-----------|--|--------------------|-------------------|--|--|--|
| Act or Regulation   | Category  | Date non-compliance identified   | Date of compliance | Compliance Status |  |  |  |
| Assisted Living Regulation  | Residents | November 27, 2025  |                    | Non-compliance    |  |  |  |
| <b>Requirement:</b> <a href="#">Section 35(1)(b) and (e): Review of personal service plan</a> . A registrant must ensure that a resident's personal service plan is reviewed at least annually, or if there is any substantial change to the resident's needs or capabilities, or the nature or scope of the hospitality services or assisted living services being provided to the resident.   |           | <b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant. |                    |                   |  |  |  |
| <b>Observation:</b> The resident's personal service plan did not include all assisted living services provided.   |           |  |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must provide an updated personal service review policy to the Registry by January 31, 2026. The policy must outline the steps staff follow when updating personal service plans and include a plan for educating staff on the updated policy. Personal services plan must include all the requirements set out in <a href="#">Section 30</a> and <a href="#">Schedule D</a> of the Assisted Living Regulation. |           |  |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registry:</b> Review the updated policy and plan. Conduct a follow-up site inspection to confirm compliance.   |           |  |                    |                   |  |  |  |

| FINDINGS   |                                    |  |                    |                   |  |  |  |
|--|------------------------------------|--|--------------------|-------------------|--|--|--|
| Act or Regulation  | Category                           | Date non-compliance identified   | Date of compliance | Compliance Status |  |  |  |
| Assisted Living Regulation   | Providing Assisted Living Services | November 27, 2025  |                    | Non-compliance    |  |  |  |
| <b>Requirement:</b> <a href="#">Section 64(1)(a): Managing medication generally</a> . A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety.        |                                    | <b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant. |                    |                   |  |  |  |
| <b>Observation:</b> The medication policy lacks staff guidance and instructions for maintaining medication inventory   |                                    |  |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must provide an updated medication policy to the Registry by January 15, 2026. The policy must include clear procedures for maintaining and managing medication inventory. The Registrant must also provide a plan for educating staff on the updated policy. |                                    |  |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registry:</b> Review the updated policy and plan. Conduct a follow-up site inspection to confirm compliance.  |                                    |  |                    |                   |  |  |  |



| FINDINGS   |                        |  |                    |                   |  |  |  |
|--|------------------------|--|--------------------|-------------------|--|--|--|
| Act or Regulation  | Category               | Date non-compliance identified   | Date of compliance | Compliance Status |  |  |  |
| Assisted Living Regulation   | Administrative Matters | November 27, 2025  |                    | Non-compliance    |  |  |  |
| <b>Requirement: Section 73(1) and (2) : General duties.</b><br><br>A registrant must ensure that all plans and policies that must be made under this regulation are<br><br>(a) made in writing,<br>(b) implemented,<br>(c) available to employees having relevant duties and responsibilities, and<br>(d) available to residents and, on request of a resident, the resident's contact person and personal representative.<br><br>A registrant must monitor and review regularly all operations of the assisted living residence to ensure compliance with the <a href="#">Act</a> and this regulation.  |                        | <b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant.   |                    |                   |  |  |  |
| <b>"assisted living residence"</b> means a premises or part of a premises, other than a community care facility,<br><br>(a) in which housing, hospitality services and assisted living services are provided by or through the operator to 3 or more adults who<br><br>(i) are not related by blood or marriage to the operator of the premises, and<br>(ii) do not require, on a regular basis, unscheduled professional health services, or<br>(b) designated by the Lieutenant Governor in Council to be an assisted living residence<br><br><b>"resident"</b> means a person who<br><br>(a) receives housing, hospitality services and assisted living services at an assisted living residence described in paragraph (a) of the definition of "assisted living residence" and, if the person resides together with the person's spouse at the residence, includes the person's spouse, or<br>(b) receives housing and other services at an assisted living residence described in paragraph (b) of the definition of "assisted living residence" and, if the person resides together with the person's spouse at the residence, includes the person's spouse |                        | <b>Observation:</b> The registrant continues to use language in policies and resident documents that does not align with the Act and is not specific to assisted living. |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must review all policies and resident documents and identify any that do not align with the Act. The Registrant must submit a plan to the Registry by January 31, 2026, detailing which documents require updates, the timeline for revisions, and how updated documents will be shared with residents and staff. Once updates are completed, the registrant must provide copies of all revised policies and documents to the Registry.   |                        |  |                    |                   |  |  |  |
| <b>Actions taken or to be taken by Registry:</b> Review policies once provided and conduct a follow-up inspection to confirm compliance.   |                        |  |                    |                   |  |  |  |