



Assisted Living Registry

Complaint #: C2025-SN023

Substantiated Complaint Summary

Name of Residence: Courtyard Terrace

Address: 3730 Burke Street

Legal Name of Registrant (Operator): Courtyard Terrace Assisted Living Residence 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 November 12, 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.

Table with 5 columns: Act or Regulation, Category, Date non-compliance identified, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Resident Health and Safety, November 12, 2025, January 19, 2026, In compliance. Row 2: Requirement: Section 51 (2) Reportable Incidents. Row 3: Compliance Action by Registrant (Operator): Updated Reportable Incident Policy received and confirmation that staff have received training on policy. Row 4: Observation: The registrant did not submit Reportable Incidents for events that met the criteria under Section 51 of the Assisted Living Regulation. Row 5: Actions taken or to be taken by Registrant (Operator): Provide to the Registry the following documents: Reportable Incident Policy, Documentation showing all staff have received training on the Reportable Incident Policy. Row 6: Actions taken or to be taken by Registry: No further action.