



Assisted Living Registry

Complaint #: C2024-SN017

Substantiated Complaint Information

Name of Residence: Nicola Meadows Assisted Living

Address: 2670 Garcia St, Merrit

Legal Name of Registrant (Operator): 673848 B.C. Ltd., Vincent Smoluk

The complaint investigation was concluded on September 9, 2024. A summary of the findings of non-compliance(s) with the Community Care and Assisted Living Act (Act) and/or the Assisted Living Regulation follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions.

- In compliance meets the requirements of the Community Care and Assisted Living Act and/or the Assisted Living Regulation.
Not in compliance: no evidence of meeting the requirements of the Community Care and Assisted Living Act and/or the Assisted Living Regulation.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Housing, September 9, 2024, November 8, 2024, In compliance. Includes detailed requirement, observation, and compliance action sections.

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| FINDINGS | | | | |
|--|-----------|---|--------------------|-------------------|
| Act or Regulation | Category | Date of non-compliance | Date of compliance | Compliance Status |
| Assisted Living Regulation | Residents | September 9, 2024 | November 6, 2024 | In compliance |
| <p>Requirement: Section 39 (1): Respect for resident privacy. A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident, including the privacy of each resident's unit, belongings and storage area.</p> | | <p>Compliance Action: Maintaining residents privacy policy provided to the Registry.</p> | | |
| <p>Observation: Registrant did not ensure conversations with residents regarding financial matters were conducted in manner that protected their personal privacy.</p> | | | | |
| <p>Actions taken or to be taken by Registrant (Operator): Develop, and submit to the Registry by October 28, 2024, a policy indicating how the Registrant and staff will ensure conversations with a resident regarding their finances, health, and other personal matters are conducted in a manner to protect the resident's privacy.</p> <p>No further actions are required.</p> | | | | |
| <p>Actions taken or to be taken by Registry: No further action.</p> | | | | |