

Substantiated Complaint Summary

Name of Residence: Ross Place Seniors Community

Address: 2631 Douglas St, Victoria BC, V8T 5L7

Legal Name of Registrant (Operator): Ross Place Seniors Residence Society

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 25, 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	November 25, 2025	December 23, 2025	In compliance
<p>Requirement: Section 38(1)(a)(b) Respect for personal decisions. Registrant must not do any of the following unless one of the circumstances described in subsection (2) applies:</p> <p>(a) intervene in the making of a personal decision by a resident or when a resident is carrying out a personal decision;</p> <p>(b) prevent a resident from carrying out a personal decision.</p>			<p>Compliance Action by Registrant (Operator): Dress code policy has been updated to include clear and concise guidelines.</p>	
<p>Observation: The dress code policy lacks clarity and specificity. It does not define acceptable attire or include measures to prevent bias in decision-making.</p>				
<p>Actions taken or to be taken by Registrant (Operator): Revise the dress code policy to include clear and concise guidelines. The policy must be objective, free from bias, and respectful of individual beliefs, cultural practices, and personal choices.</p> <p>No further action is required.</p>				
<p>Actions taken or to be taken by Registry: No further action.</p>				



FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Administration Matters	November 25, 2025	February 10, 2026	In compliance
<p>Requirement: Section 76(1)(e) Resident records. A registrant must keep a record for each resident that includes:</p> <ul style="list-style-type: none"> (e) records made in respect of the resident under sections 43 (3) (b) [<i>resident concerns and complaints</i>], 51 (2) (c) [<i>reportable incidents</i>] and 67 (2) (c) [<i>administering medication</i>], if any 			<p>Compliance Action by Registrant (Operator): The record keeping process was updated to support complete resident documentation.</p>	
<p>Observation: Required record-keeping was not maintained. Resident records were incomplete and inconsistent, with missing documentation on complaints, resident conduct, and related updates to Personal Service Plans.</p>				
<p>Actions taken or to be taken by Registrant (Operator): Develop and implement a process to ensure all required records are consistently maintained and monitored.</p> <p>No further action is required.</p>				
<p>Actions taken or to be taken by Registry: No further actions.</p>				