

Name of Residence: Kiwanis Garden Manor

Address: 4923 Kiwanis Avenue Powell River BC V8A 5H5

Legal Name of Registrant (Operator): Powell River Kiwanis Housing 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 June 9, 2026. 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	June 9, 2026		Not in compliance
Requirement: Section 35 (1)(d) Review of personal service plan . A registrant must ensure that a resident’s personal service plan is reviewed and revised, if appropriate, if monitoring under section 34 (2) <i>{implementation of personal service plan}</i> indicates that the personal service plan is not meeting the plan’s objectives.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the registrant.	
Observation: Resident’s Personal Service Plan was not appropriately reviewed and updated to meet the needs of the resident.				
Actions taken or to be taken by Registrant (Operator): Develop and implement a policy and procedure for reviewing and updating personal service plans, including clear timelines, guidance for updates when resident needs change, and documentation requirements. Provide to the Registry by July 3, 2026 a copy of the policy and procedure, confirmation of staff training on the policy and procedure, and a copy of the revised Personal Service Plan for the relevant resident.				
Actions taken or to be taken by Registry: Review documentation once submitted.				