

Name of Residence: Honoria Conway at St. Vincent’s Heather

Address: 4875 Heather Street, St. Vincent’s Heather, Vancouver BC V5Z 0A7

Legal Name of Registrant (Operator): Providence Health Care 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 July 17, 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	Housing	May 25, 2026	May 27, 2026	In compliance
Requirement: Section 17(1)(a): Physical requirements. A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.			Compliance Action by Registrant (Operator): The Registrant worked with the construction company to address and remove all identified tripping hazards on the site.	
Observation: Tripping hazards were identified on an outdoor pathway adjacent to a construction site.				
Actions taken or to be taken by Registrant (Operator): The Registrant must promptly address and remove tripping hazards from the site. The Registrant must ensure the site remains free of tripping hazards through regular monitoring and timely corrective action.				
Actions taken or to be taken by Registry: No further action.				