BRITISH COLUMBIA | Ministry of Health

Assisted Living Registry
Substantiated Complaint Summary

Complaint #: C2025-SN058

Name of Residence: Aspira Pacifica Retirement Living

Address: 2525 King George Blvd, Surrey BC V4P 0C8

Legal Name of Registrant (Operator): The Royale LP

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 14, 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**
  - **Not in 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>
<tr><th colspan="5">FINDINGS</th></tr>
<tr><th>Act or Regulation</th><th>Category</th><th>Date non-compliance identified</th><th>Date of compliance</th><th>Compliance Status</th></tr>
<tr><td>Community Care and Assisted Living Act</td><td>Assisted Living Residences</td><td>July 14, 2026</td><td></td><td>Not in compliance</td></tr>
<tr><td colspan="3">Requirement: Section 26(5): Operating an assisted living residence. A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.</td><td colspan="2" rowspan="2">Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.</td></tr>
<tr><td colspan="3">Observation: The Registrant modified assisted living services provided to the resident without taking into consideration their overall well being, emotional and psychological health.</td></tr>
<tr><td colspan="5">Actions taken or to be taken by Registrant (Operator): The Registrant must review policies and procedures on assistance with ambulation to ensure that internal processes are consistent with the current legislation and resident rights are clearly incorporated. Updated policies and procedures must be provided to the Registry by August 31, 2026.

The Registrant must also provide the Registry with a record of completed staff training on the updated policies and procedures by September 30, 2026.</td></tr>
<tr><td colspan="5">Actions taken or to be taken by Registry: Review the revised policies and procedures and evidence of staff training.</td></tr>
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FINDINGS				
Act or Regulation	**Category**	**Date non-compliance identified**	**Date of compliance**	**Compliance Status**
Assisted Living Regulation	Residents	July 14, 2026		Not in compliance
Requirement: Section 34(1): Implementation of personal services plan. A registrant must ensure that a resident's personal service plan is implemented.			**Compliance Action by Registrant (Operator):** Required actions yet to be completed by the Registrant.	
Observation: The operator did not provide an escort service that was included in the personal service plan.				
Actions taken or to be taken by Registrant (Operator): The Registrant is required to revise policies and procedures related to personal service plans to ensure they provide clear direction to staff regarding implementation and modifications. Updated policies and procedures must be provided to the Registry by August 31, 2026. The Registrant must also provide staff training on the revised policies and procedures and submit evidence of completed training to the Registry by September 30, 2026.				
Actions taken or to be taken by Registry: Review the revised policies and procedures and evidence of staff training.				

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Act or Regulation	**Category**	**Date non-compliance identified**	**Date of compliance**	**Compliance Status**
Assisted Living Regulation	Providing Hospitality Services	July 14, 2026		Not in compliance
Requirement: Section 56(4)(a): Providing meals. A registrant who operates an assisted living residence of the Seniors and Persons with Disabilities class must ensure that residents may access meal services, including by (a)assisting residents to attend the dining room.			**Compliance Action by Registrant (Operator):** Required actions yet to be completed by the Registrant.	
Observation: Assistance with escort to the dining room was discontinued and tray service initiated by the operator without the resident's and their representative's consent.				
Actions taken or to be taken by Registrant (Operator): The Registrant must revise nutritional policies and procedures to ensure clear processes are in place for tray service and resident escort to meals. The revised policies and procedures must provide staff with clear direction on the delivery of these services. Updated policies and procedures must be provided to the Registry by August 31, 2026. The Registrant must also provide staff training on the revised policies and procedures and submit evidence of completed training to the Registry by September 30, 2026.				
Actions taken or to be taken by Registry: Review the revised policies and procedures and evidence of staff training.				