BRITISH COLUMBIA | Ministry of Health

Assisted Living Registry
Substantiated Complaint Summary

Complaint #: C2026-SN033

Name of Residence: Heritage Place (Alberni Valley)

Address: 4360 Heritage Lane, Port Alberni BC, V9Y 4C3

Legal Name of Registrant (Operator): Alberni Valley Assisted Living 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 August 28, 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.

<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>Assisted Living Regulation</td><td>Emergency Preparedness</td><td>August 28, 2026</td><td></td><td>Non-compliance</td></tr>
<tr><td colspan="3">Requirement: Section 27(1): First aid. A registrant must ensure that, at all times, an employee who holds a valid first aid and CPR certificate, provided on completing a course that meets the requirements of Schedule B, is readily accessible to residents.</td><td colspan="2" rowspan="2">Compliance Action by Registrant (Operator):</td></tr>
<tr><td colspan="3">Observation: Staff with valid first aid and CPR certification were not readily accessible to residents between the hours of 8:00 pm to 7:00 am.</td></tr>
<tr><td colspan="5">Actions taken or to be taken by Registrant (Operator): Develop, implement, and provide to the Assisted Living Registry, by September 14, 2026, a plan that ensures, at all times, at least one staff holding a valid first aid and CPR certificate is readily accessible to residents between 8:00 p.m. and 7:00 a.m.</td></tr>
<tr><td colspan="5">Actions taken or to be taken by Registry: Review the plan.</td></tr>
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