

Substantiated Complaint Summary

Name of Residence: Comox Valley Seniors Village

Address: 4640 Headquarters Road, Courtenay BC, V9N 7J3

Legal Name of Registrant (Operator): Courtenay Seniors Village 3 LLP

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 29, 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	July 29, 2026		Non-compliance
Requirement: Section 43(1)(b) Resident concerns and complaints . A registrant must make a policy describing how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: The complaint policy does not establish a process for assessing or escalating complaints and does not require documentation of the actions taken in response.				
Actions taken or to be taken by Registrant (Operator): Provide the Registry with an updated complaint policy that sets out processes for assessing and escalating complaints and documenting responses. Also provide a plan and timelines for informing staff and residents about the updated policy. Provide the policy and plan by August 28, 2026.				
Actions taken or to be taken by Registry: Review the updated policy and plan once received.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	July 29, 2026		Non-compliance
Requirement: Section 51(2)(b)(i) Reportable incidents . A registrant must within 24 hours of the incident, report the incident to the registrar, in the form and manner required by the registrar.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: Staff did not follow the reportable incident policy and report incidents to the Registry that met the Schedule E definitions of aggression or unusual behaviour.				
Actions taken or to be taken by Registrant (Operator): Provide the Registry with a staff training plan that addresses the reportable incident policy and ensures staff follow the policy when identifying and reporting incidents by August 28, 2026.				
Actions taken or to be taken by Registry: Review the training plan once received.				