BRITISH COLUMBIA | Ministry of Health

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2025 – SN054

Name of Residence: Selkirk Seniors Village
Address: 385 Waterfront Crescent, Victoria, BC V8T 5K7
Legal Name of Registrant (Operator): Graham Freeman
This report is a summary of issues found to be non-complaint 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 12, 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</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>August 12, 2026</td><td></td><td></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. The operator must take steps to protect the health and safety of its residents.</td><td colspan="2" rowspan="2">Compliance Action by Registrant (Operator):</td></tr>
<tr><td colspan="3">Observation:
Registrant did not protect the health and safety of the residents when they did not take steps to prevent the recurrence of aggressive behaviour of a resident.
Registrant did not maintain and update the resident’s personal service plan when there was substantial change in the resident’s needs and capabilities, placing the residents at increased risk.</td></tr>
<tr><td colspan="5">Actions taken or to be taken by Registrant (Operator):
Provide a policy detailing how personal service plans are developed, reviewed and updated, and how the Registrant collaborates with the Health Authority in developing</td></tr>
</table>

and maintaining personal service plans. Provide a training plan for staff including implementation process. • Provide a screening process policy for admission of new residents, and a training plan for staff including implementation process. **To be provided by September 30, 2026.**
Actions to be taken by Registry: Review the Personal Service Plan policy and staff training plan. Review the screening process policy for admission of new residents and staff training plan.

FINDINGS				
Act or Regulation	**Category**	**Date of non-compliance**	**Date of compliance**	**Compliance Status**
Assisted Living Regulation	Resident Health and Safety	October 9, 2025	January 29, 2026	In 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):** Reportable incidents reports are reported.	
Observation: The Registrant did not provide to the Assisted living Registry reportable incidents that had to be reported.				
Actions taken by the Registrant (Operator): The Registrant demonstrated that they understand their responsibility to report reportable incidents to the Assisted living Registry.				
Actions taken be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	**Category**	**Date of non-compliance**	**Date of compliance**	**Compliance Status**
Assisted Living Regulation	Administrative Matters	August 12, 2025		
Requirement: Section 73(1)(b): General duties. A registrant must ensure that all plans and policies that must be made under this regulation are implemented.				
Observation: The Registrant did not follow their notice of termination policy to protect the health & safety of the residents.				
Actions to be taken by Registrant (Operator): Review and implement the notice of termination policy, specific to jeopardizing the health and safety of other residents. Registrant to provide the updated policy and evidence of staff training to the Registry by September 30, 2026.				
Actions to be taken by Registry: Review the notice of termination policy and staff training plan.				