

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	Providing Assisted Living Services	June 11, 2026	July 8, 2026	In compliance
Requirement: Section 67 (2)(c)(ii) Administering medication . A registrant who provides assistance with administering medication must ensure that a record is made of each error made in administering medication, if any, to which section 51 <i>[reportable incidents]</i> does not apply.			Compliance Action by Registrant (Operator): A plan was provided that includes enhanced staff orientation and refresher training on medication policies and procedures. The plan also outlines updated processes for documenting, investigating, and following up on medication incidents.	
Observation: Records were not consistently maintained for medication administration errors that did not meet the reporting requirements under section 51.				
Actions taken or to be taken by Registrant (Operator): Provide a plan to the Registry by July 11, 2026, outlining how all medication administration errors that are not reportable under section 51, will be documented, investigated, reviewed, and monitored. No further actions required.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	June 11, 2026	July 8, 2026	In compliance
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.			Compliance Action by Registrant (Operator): A plan was provided that includes enhanced staff orientation and refresher training on medication policies and procedures. The plan also includes monthly audits of MARs and medication monitoring sheets.	
Observation: Errors and omissions were identified in the completion of Medication Administration Records (MARs) and medication monitoring sheets, indicating medication policies and procedures were not consistently followed.				
Actions taken or to be taken by Registrant (Operator): Provide a plan to the Registry by July 11, 2026, outlining how staff will be trained on policies and procedures for medication support, including documentation requirements for Medication Administration Records (MARs) and medication monitoring sheets.				
No further actions.				
Actions taken or to be taken by Registry: No further action.				