



Assisted Living Registry  
Substantiated Complaint Information

Complaint #: C2021-S49

Name of Residence: Churchill House

Address: 150 West 29th Street, North Vancouver BC

Legal Name of Registrant (Operator): Chartwell Master Care LP

The complaint investigation was concluded on September 29, 21. A summary of the findings of non-compliance(s) with the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions:

- **In compliance:** meets the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.
- **Not in compliance:** no evidence of meeting the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.

| FINDINGS  |                    |                        |                               |                   |
|---|--------------------|------------------------|-------------------------------|-------------------|
| Section of the Act or Regulation  | Category           | Date of non-compliance | Date of compliance            | Compliance Status |
| Assisted Living Regulation  | Start of Residency | September 29, 2021     |                               | Not in compliance |
| <b>Requirement: Section 29 Admission Screening:</b> Before accepting a person as a resident, a registrant must first be satisfied, based on all available information, of all of the following:<br><br>(a) that the person does not require care;<br>(b) that the person is not prohibited, under section 26.1 [ <i>persons not allowed to reside in an assisted living residence</i> ] of the Act, from residing in the assisted living residence;<br>(c) that the person may reside in the assisted living residence without jeopardizing the health and safety of that person or of any other resident, given<br>(i) that person's needs and capabilities, and<br>(ii) the assisted living services provided by or through the registrant. |                    |                        | <b>Compliance Action:</b> N/A |                   |
| <b>Observation:</b> The registrant did not complete admission screening as required.  |                    |                        |                               |                   |
| <b>Actions taken or to be taken by Registrant (Operator):</b> Registrant must update their Admission Screening Policy to meet regulatory requirements. Registrant must submit a copy of the updated policy to the Assisted Living Registry for review.  |                    |                        |                               |                   |
| <b>Actions taken or to be taken by Registry:</b> Investigator will review document once submitted and follow up with registrant.  |                    |                        |                               |                   |



| FINDINGS  |                            |                        |                               |                   |
|---|----------------------------|------------------------|-------------------------------|-------------------|
| Section of the Act or Regulation  | Category                   | Date of non-compliance | Date of compliance            | Compliance Status |
| Community Care and Assisted Living Act  | Assisted Living Residences | September 29, 2021     |                               | Not in compliance |
| <b>Requirement: 26 (5) Operating an assisted living residence</b> 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.   |                            |                        | <b>Compliance Action:</b> N/A |                   |
| <b>Observation:</b> The Registrant actions did not sufficiently ensure the health and safety of a resident.   |                            |                        |                               |                   |
| <b>Actions taken or to be taken by Registrant (Operator):</b> Registrant must develop and submit to the Assisted Living Registry, a policy and procedure relating to the assessment of personal decisions of residents that may increase risk to health and safety. |                            |                        |                               |                   |
| <b>Actions taken or to be taken by Registry:</b> Investigator will review policy once submitted and follow up with registrant.  |                            |                        |                               |                   |