

**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:  (a) that the person does not require care; (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; (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 (i) that person's needs and capabilities, and (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
<i>Community Care and Assisted Living Act</i>	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.				