

[Assisted Living Registry](#)

Complaint #: C2022-M35

Substantiated Complaint Information**Name of Residence:** Macmillan House**Address:** 11184/11186 143A Street, Surrey**Legal Name of Registrant (Operator):** Lookout Housing and Health Society

The complaint investigation was concluded on July 27, 2022. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (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				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	July 6, 2022	July 26, 2022	In compliance
Requirement: Section 17(a): Physical requirements A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.				Compliance Action: Registrant has provided evidence that the carpets and floors have been cleaned.
Observation: Residence was observed to be in poor condition. Carpets were stained, floors dirty, two broken doors.				Broken doors have been replaced.
Actions taken or to be taken by Registrant (Operator): Registrant is required to clean the carpets and floors, and repair or replace the broken doors.				
Actions taken or to be taken by Registry: Monitor the residence for ongoing compliance.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	July 6, 2022	July 26, 2022	In compliance
Requirement: Section 20: Must have sufficient employees A registrant must ensure that, at all times, there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services to residents <ul style="list-style-type: none">• in accordance with the registrant's registration, and• in a manner that will not jeopardize the health and safety of residents.				Compliance Action: Registrant submitted a staffing plan.
Observation: Residence was observed to have no staff on-site during site inspection.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to submit a staffing plan for the residence.				
Actions taken or to be taken by Registry: Monitor the residence for ongoing compliance.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	July 6, 2022	July 7, 2022	In compliance
Requirement: Section 51(2)(b): Reportable incidents		Compliance Action: Registrant submitted the two reportable incident reports as required.		
A registrant must, within 24 hours of the incident, report the incident to all of the following:				
<ul style="list-style-type: none">the registrar, in the form and manner required by the registrarthe resident's contact person, if appropriate, and any other person the resident requestsif the resident is the beneficiary of a funding program, a representative of the funding program				
Observation: Assisted Living Registry staff were advised of two incidents that were not reported as required.				
Actions taken or to be taken by Registrant (Operator): Registrant to submit recent reportable incident reports for the registry to review. Registrant to ensure all staff are familiar with incident reporting requirements.				
Actions taken or to be taken by Registry: Monitor the residence for ongoing compliance.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Assisted Living Services	July 6, 2022	July 27, 2022	In compliance
Requirement: Section 72(1): Psychosocial supports		Compliance Action: Registrant submitted evidence that psychosocial supports are being provided.		
Assistance with psychosocial supports includes providing to a resident, or assisting a resident to participate in, programs designed to promote <ul style="list-style-type: none">basic living skills, including communicationinterpersonal and planning skillswellness managementcommunity integration and engagement				
Observation: Information received during a site inspection indicated no psychosocial supports were being provided. There was no evidence found of psychosocial supports schedules or calendars showing when programming would occur.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide psychosocial supports to residents. Submit evidence to the Registry of psychosocial supports being provided.				
Actions taken or to be taken by Registry: Monitor the residence for ongoing compliance.				