



Assisted Living Registry

Complaint #: C2022-S48

Substantiated Complaint Information

Name of Residence: Evergreen Heights

Address: 1501 Everall Street, White Rock

Legal Name of Registrant (Operator): Evergreen Heights Baptist Housing Society

The complaint investigation was concluded on November 23, 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	Employees	November 23, 2022	December 22, 2022	In compliance
Requirement: Section 20 (a) and (b) 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 re-instated their policy of having two staff on site overnight. Registrant has also assessed residents requiring overnight assistance and updated their employee plan to include regular reviews of staffing workloads to ensure there are enough staff to respond to any emergencies and attend to the overnight needs of residents.	
Observation: Registrant did not have enough overnight staff to accommodate the needs of residents or effectively respond in the event of an emergency.				
Actions taken or to be taken by Registrant (Operator): No further actions required.				
Actions taken or to be taken by Registry: No further action.				