



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-S60

Name of Residence: Parkside Community (1041090 BC Ltd)

Address: 743 Okanagan Ave, Chase

Legal Name of Registrant (Operator): 1041090 BC Ltd. (dba Parkside Community) (Imrana Gehlen)

The complaint investigation was concluded on January 3, 2023. 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	December 23, 2022	May 4, 2023	In Compliance
<b>Requirement:</b> <a href="#">Section 22(1)(a)(i) Character and Skill requirements</a> A registrant must not employ a person in an assisted living residence unless the registrant or manager has first obtained a criminal record check for the person.			<b>Compliance Action:</b> Operator has submitted evidence of Criminal Record Checks completed through the Criminal Records Review Program.	
<b>Observation:</b> Staff were found to not have a valid criminal record check completed through the Criminal Records Review Program on file.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Operator to ensure all staff members have a valid criminal record check on file that has been completed through the Criminal Records Review Program. Operator to submit proof to the Registry that criminal record checks have been completed for staff.  Operator to ensure all future criminal record checks are completed through the Criminal Records Review Program prior to staff starting work.				
<b>Actions taken or to be taken by Registry:</b> No further action required.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	October 27, 2022	February 22, 2023	In Compliance
<b>Requirement:</b> <a href="#">Section 49(2) Food Safety</a> A registrant must ensure that food and fluids provided by the registrant to residents are prepared, stored, served, and handled safely.			<b>Compliance Action:</b> Operator provided documentation that kitchen staff received a Food Safe refresher on January 19, 2023.	
<b>Observation:</b> Investigators observed that temperature logs for fridges, freezers, and sanitizer had not been consistently filled out.				
<b>Actions taken or to be taken by Registrant (Operator):</b> No further action required.				
<b>Actions taken or to be taken by Registry:</b> No further action required.				