



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-S40

Name of Residence: Fleetwood Villa

Address: 16028 83 Avenue, Surrey

Legal Name of Registrant (Operator): HCN-Revera Lessee (Fleetwood Villa) LP GP Inc.

The complaint investigation was concluded on September 29, 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	Residents	September 29, 2022	March 23, 2023	In compliance
Requirement: Section 42: Resident satisfaction. (1) At least annually, a registrant who operates an assisted living residence of the Mental Health or Seniors and Persons with Disabilities class must survey all residents to determine resident satisfaction with (a) the operation of the assisted living residence, and (b) the provision of hospitality services and assisted living services. (2) A registrant must make a record describing the findings of the survey.			Compliance Action: Registrant submitted a plan showing how future survey findings specific to assisted living residents will be documented.	
Observation: The Registrant is unable to produce survey findings for assisted living residents as the annual survey combines both, residents and non-residents.				
Actions taken or to be taken by Registrant (Operator): No further action is required.				
Actions taken or to be taken by Registry: No further action required.				
FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Hospitality Services	June 2, 2022	August 15, 2022	In compliance
Requirement: Section 55 (3): Menu plan. A registrant must consult with a dietitian to make an initial menu plan, and to review and, if appropriate, revise the menu plan if the daily menu changes significantly, or 5 years have passed since the menu plan was last reviewed.			Compliance Action: The Registrant submitted evidence a dietitian has reviewed and approved the menu plan.	
Observation: The Registrant did not have evidence a dietitian was consulted regarding menu plans.				
During the investigation, the Registrant took action to consult with a dietitian on their menu plan.				
Actions taken or to be taken by Registrant (Operator): No further action is required.				
Actions taken or to be taken by Registry: No further action is required.				