



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-S15

Name of Residence: Seton Villa

Address: 3755 McGill Street, Burnaby BC

Legal Name of Registrant (Operator): Action Line Housing Society

The complaint investigation was concluded on June 24, 2022. 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	Employees	June 24, 2022	August 16, 2022	In compliance
Requirement: Section 21 Employee Plan . A registrant must prepare an employee plan that includes a written description of all of the following for each employee position, whether volunteer or staff: <ul style="list-style-type: none">the duties and responsibilities of the employeethe training, experience, skills and other qualifications the employee must have			Compliance Action: Registrant drafted and implemented an employee plan that complies with regulation.	
Observation: The Registrant did not have an employee plan.				
Actions taken or to be taken by Registrant (Operator): The Registrant must create an employee plan and submit the plan to the Registry.				
No further actions.				
Actions taken or to be taken by Registry: No further actions.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	June 24, 2022	March 27, 2023	In compliance
Requirement: Section 29 Admission Screening . Before accepting a person as a resident, a registrant must first be satisfied, based on all available information that <ul style="list-style-type: none">the person does not require carethe person is not prohibited, under section 26.1 [persons not allowed to reside in an assisted living residence] of the Act, from residing in the assisted living residencethe person may reside in the assisted living residence without jeopardizing the health and safety of that person or of any other resident, giventhat person's needs and capabilities, and the assisted living services provided by or through the registrant			Compliance Action: Registrant drafted and implemented an admission screening policy that complies with regulation.	
Observation: Registrant did not have an admission screening policy.				



Actions taken or to be taken by Registrant (Operator): The Registrant must do all the following:

- Create an admission screening policy.
- Submit a copy of the admission screening policy to the Registry.

No further actions required.

Actions taken or to be taken by Registry: Review the admission screening policy.

No further action.

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident	June 24, 2022	March 27, 2023	In compliance
Requirement: Section 43 (2) Resident concerns and complaints . A registrant must display in a prominent place in the assisted living residence the information described in section 31 (3) [residency agreement] respecting complaints to the registrar. Written information respecting how to contact the registrar to make a complaint, including the registrar's contact information, and inform the resident in a manner that is appropriate to the resident's needs and capabilities of the contents of the materials given.			Compliance Action: Registrant submitted evidence of displaying the Registry's Complaint Poster in the main entrance of the residence.	
Observation: The Registrant did not display written information on how to contact the registrar to make a complaint.				
Actions taken or to be taken by Registrant (Operator): The Registrant must display written information on how to contact the registrar to make a complaint. The Registrant may use the Registrars' Complaint Poster . Ensure the complaint poster remains on display in a prominent location.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	End of Residency	June 24, 2022	March 27, 2023	In compliance
Requirement: Section 44 (1) End of Residency . A registrant must make a policy describing the procedures to be followed to determine if a resident may no longer reside in the assisted living residence and to end the resident's residency			Compliance Action: Registrant drafted and implemented an end of residency and transition plan policy that complies with regulation.	
Observation: The Registrant did not have an end of residency policy.				
Actions taken or to be taken by Registrant (Operator): The Registrant must do all the following: <ul style="list-style-type: none">• Create an end of residency policy that includes a sample transition plan.• Submit a copy of the admission screening policy to the Registry. No further actions required.				
Actions taken or to be taken by Registry: No further action.				