



Assisted Living Registry

Complaint #: S2023-S45

Substantiated Complaint Information

Name of Residence: The Vineyard Residence

Address: 726 Valley Road, Kelowna

Legal Name of Registrant (Operator): The Vineyards Community Limited Partnership

The complaint investigation was concluded on May 24, 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
Community Care and Assisted Living Act	Assisted Living Residences	May 24, 2023	August 21, 2023	In compliance
Requirement: Section 26.1: Persons not allowed to reside in an assisted living residence. A registrant of an assisted living residence must not allow a person to reside in the residence if the person (a) is unable to make, on their own behalf, decisions that are necessary to live safely, (b) cannot recognize an emergency, take steps to protect themselves in an emergency or follow directions in an emergency, (c) behaves in a manner that jeopardizes the health or safety of others, or (d) requires, on a regular basis, unscheduled professional health services.			Compliance Action: Registrant has actioned transition plans and submitted an assessment policy.	
Observation: Resident’s were observed to not be suitable for assisted living.				
Actions taken or to be taken by Registrant (Operator): Develop and implement transition plans for residents who are no longer suitable for assisted living. Provide the Registry with regular updates and information on transitioning residents. Develop a policy and process to identify when a resident requires an assessment to determine if they are still suitable for assisted living. No further actions.				
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	Employees	May 24, 2023	August 21, 2023	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: (a) the duties and responsibilities of the employee (b) the training, experience, skills and other qualifications the employee must have			Compliance Action: Registrant has provided an updated job description.	
Observation: Health Care Aide job descriptions do not align with the duties being assigned.				
Actions taken or to be taken by Registrant (Operator): Update the Health Care Aide job description to include duties and to comply with legislated health profession oversight requirements. No further actions.				
Actions taken or to be taken by Registry: No further action required.				

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Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	May 24, 2023	August 21, 2023	In compliance
Requirement: Section 22(1) (a) (iii): Character and skill requirements. A registrant must not employ a person in an assisted living residence unless the registrant or manager: (a) has first obtained (i) a criminal record check for the person, (ii) a record of the person's work history, (iii) copies of any diplomas, certificates or other evidence of the person's training, experience, skills and other qualifications, and (iv) evidence that the person has complied with the Province's immunization and tuberculosis control programs.			Compliance Action: Registrant has reviewed and updated employee files.	
Observation: Employee files reviewed did not include the required hiring documents.				
Actions taken or to be taken by Registrant (Operator): Review employee files and obtain missing documentation to ensure employee records are up to date and complete. No further actions.				
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	Providing Assisted Living Services	May 24, 2023	August 21, 2023	In compliance
Requirement: Section 33 (1) (b): Personal service plan . A registrant must ensure that a personal service plan is developed for a resident that provides sufficient detail to enable employees to understand their duties and responsibilities in achieving the objectives of <ul style="list-style-type: none">(i) protecting and promoting the resident's health and safety,(ii) meeting the resident's needs, and(iii) achieving the resident's personal goals, if applicable.			Compliance Action: Registrant has provided evidence that personal service plans have been updated and employees have been trained.	
Observation: Residents personal service plans were not updated and did not provide clear direction for employees. Lack of information and direction placed the health and safety of residents at risk.				
Actions taken or to be taken by Registrant (Operator): Review personal service plans for all residents and update, as applicable, to reflect if there has been a change in the assisted living services. Train employees in the requirements of personal service plans. Educate employees on the purpose and expected use of a resident's personal service plan, which is to ensure employees deliver services in a manner that does not jeopardize the health and safety of residents. Submit evidence to the Registry demonstrating personal services plans have been reviewed and updated, where applicable and training and education has been conducted with employees. No further actions.				
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	Providing Assisted Living Services	May 24, 2023	August 21, 2023	In compliance
Requirement: Section 64 (1) (a): Managing medication generally : A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to: <ul style="list-style-type: none">(a) ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety.			Compliance Action: Registrant has submitted updated medication policies.	



<p>Observation: Medication policies did not provide sufficient information for employees on the process for medication reminders and the distribution of medication to residents.</p> <p>The medication policy has conflicting information regarding the lockable drawer in the resident’s unit for medications and the use of the medication cart.</p>	
<p>Actions taken or to be taken by Registrant (Operator): Medication policies are to be updated to ensure clear processes and procedures for employees on how medication reminders and the distribution of medications for residents are to be provided.</p> <p>The Medication policy must also be updated to provide clarification regarding the use of the medication cart and lockable drawers in the resident’s units.</p> <p>No further action.</p>	
<p>Actions taken or to be taken by Registry: No further action required.</p>	

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	May 24, 2023	August 21, 2023	In compliance
Requirement: Section 64 (2): Managing medication generally: A registrant who provides assistance with managing medication must make a record for each resident receiving the service that includes a list of the resident’s medication.			Compliance Action: Registrant has submitted evidence that staff have reviewed the updated medication policies and have completed additional training.	
Observation: Documenting the distribution of medications was not signed at the time of the task being completed and were not signed by the employee completing the task.				
Actions taken or to be taken by Registrant (Operator): Conduct training to ensure employees have been educated on the requirements of completing medication records accurately.				
No further actions.				
Actions taken or to be taken by Registry: No further action required.				