

**Assisted Living Registry**

Complaint #: C2023-M08

Substantiated Complaint Information**Name of Residence:** Coast Mental Health - Storeys**Address:** 8080 Anderson Road, Richmond BC V6Y 0J5**Legal Name of Registrant (Operator):** Coast Foundation Society (1974)

The complaint investigation was concluded on June 2, 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	Providing Hospitality Services	June 2, 2023	October 20, 2023	In Compliance
Requirement: Section 55 (2) (c) Menu Plan . A registrant must ensure a menu plan is developed that takes into consideration personal preferences of residents.			Compliance Action: The registrant submitted a revised policy indicating how residents' personal preferences will be taken into consideration. The registrant submitted evidence demonstrating staff have been notified of the updated policy and are implementing the updated policy.	
Observation: The registrant’s policies regarding meals state that the residence is unable to accommodate preferences. Documentation reviewed shows that resident food preferences are not taken into consideration.				
Actions taken or to be taken by Registrant (Operator): Submit to the Registry a revised policy indicating how residents' personal preferences will be taken into consideration. Train employees on the updated policy and provide evidence to the Registry that the training has been completed. No further action 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	Providing Hospitality Services	June 2, 2023	October 20, 2023	In Compliance
Requirement: Section 54 Service Provision Generally . A registrant must ensure that hospitality services are provided to residents in a manner that does not jeopardize the health or safety of residents.			Compliance Action: The registrant submitted a revised residency agreement, indicating the options and processes for residents to obtain the evening meal after 5:30 pm. The registrant submitted documentation that staff and residents have been provided with the updated residency agreement.	
Observation: The residency agreement states food is not available to residents after 5:30 pm. This policy does not support the health of the residents who may require the evening meal after 5:30 pm due to personal commitments.				
Actions taken or to be taken by Registrant (Operator): Submit to the Registry a revised residency agreement, indicating the options and processes for residents to obtain the evening meal after 5:30 pm. Provide a copy of the revised residency agreement to existing residents and ensure the revised agreement is used for all new admissions. Educate employees of the revised residency agreement to ensure the options and processes are followed. No further action required.				
Actions taken or to be taken by Registry: No further action required.				