



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-S71

Name of Residence: Harrison Landing

Address: 20899 Douglas Crescent, Langley

Legal Name of Registrant (Operator): Ralph Giuriato

The complaint investigation was concluded on October 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
Assisted Living Regulation	Housing	October 24, 2023		Not in compliance
Requirement: Section 17 (1): Physical Requirements . A Registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean, and free of hazards.			Compliance Action: Required actions not yet completed by Registrant.	
Observation: The Registrant did not implement pest control recommendations from the hired pest control company to reduce the recurrence of rodents.				
Actions taken or to be taken by Registrant (Operator): The Registrant must take actions to implement the recommendations set out by the pest control company.				
The Registrant must submit to the Assisted Living Registry (the Registry) a service report from pest control company following the implementation of the recommendations.				
Actions taken or to be taken by Registry: Review the service report submitted.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	October 24, 2023		Not in compliance
Requirement: Section 43 (1) Resident concerns and complaints . A registrant must make a policy describing all of the following: (a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to (i) the operation of the assisted living residence, (ii) the provision of hospitality services and assisted living services, or (iii) the implementation of their residency agreements			Compliance Action: Required actions not yet completed by Registrant.	



(b) how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.	
Observation: The Registrant’s complaint process and policy does not meet the requirements set out in the Assisted Living Regulation.	
Actions taken or to be taken by Registrant (Operator): The Registrant must submit to the Registry an updated complaints and concerns policy. The policy must include the process for documenting complaints and the actions that have been taken to address the complaint. The Registrant must provide residents with a copy of the updated complaints and concerns policy, as well as educate staff on the updated process.	
Actions taken or to be taken by Registry: Review policy once submitted.	

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	October 24, 2023		Not in compliance
Requirement: Section 43 (3) Resident concerns and complaints . If a concern is brought or a complaint is made to the registrant, the registrant must do both of the following: (a) make reasonable attempts to address the concern or resolve the complaint; (b) make a record of the concern or complaint and the actions taken under paragraph (a).			Compliance Action: Required actions not yet completed by Registrant.	
Observation: The Registrant’s complaint process and policy did not address complaints received as per the requirements set out in the Assisted Living Regulation.				
Actions taken or to be taken by Registrant (Operator): The Registrant must adhere to and follow the updated complaint policy. The Registrant must ensure there is a written record documenting complaints and the actions that have been taken to address the complaint.				
Actions taken or to be taken by Registry: Assess updated policy for inclusion of record keeping.				