

Assisted Living Registry**Substantiated Complaint Summary**

Complaint #: C2025-SN016

Name of Residence: Nikkei Home**Address:** 6680 Southoaks Crescent Burnaby BC V5E 4N3**Legal Name of Registrant (Operator):** Nikkei Seniors Health Care and Housing Society

This report is a summary of issues found to be non-compliant with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on December 3, 2025. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- **Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- **Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- **Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- **Compliance Status**
 - **Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
 - **In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS						
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status		
Assisted Living Regulation	Resident Health and Safety	December 3, 2025		Non-Compliance		
Requirement: Section 51(2)(a), (b)(i), and (c) Reportable Incidents. A registrant must take immediate and appropriate actions to respond to incidents defined in Schedule E of the Assisted Living Regulation.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.			
The Registrant must report the incident to the Assisted Living Registry within 24 hours of the incident and make a record of the actions taken in response to the incident.						
Observation: The registrant failed to respond promptly and appropriately to a reportable medication error. The registrant did not document actions taken or report the incident to the Registry within 24 hours as required.						
Actions taken or to be taken by Registrant (Operator): The registrant must provide the following to the Registry by December 29, 2025:						
<ul style="list-style-type: none">• An updated reportable incident policy that includes detailed procedures for handling medication errors.• Documentary evidence demonstrating that staff have been educated on the updated reportable incident policy.• Documentary evidence that staff have been provided with training on recognizing, documenting, and reporting medication errors.						
Actions taken or to be taken by Registry: Review the updated policy and training documentation.						