

Substantiated Complaint Summary

Name of Residence: Parkside Community

Address: 743 Okanagan Ave, Chase, BC V0E 1M0

Legal Name of Registrant (Operator): Parkside Community (1041090 BC Ltd)

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 April 7, 2026. 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 & safety	May 27, 2025	September 5, 2025	In compliance
Requirement: Section 51 (2) (b) (i): Reportable incidents. A registrant must within 24 hours of the incident, report the incident to the registrar, in the form and manner required by the registrar.			Compliance Action by Registrant: Registrant demonstrated that the reportable incident policy has been implemented.	
Observation: Registrant did not provide reportable incident reports as required.				
Actions taken or to be taken by Registrant: Registrant must provide and implement a reportable incident policy. No further actions.				
Actions taken or to be taken by Registry: No further action.				



FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative matters	May 27, 2025	March 23, 2026	In compliance
Requirement: Section 77 (a) (iii): Employee records: A registrant must keep a copy of records required under Section 22 (1) [<i>character and skill requirements</i>] Observation: Performance reviews of employees were not available for review by the investigator.			Compliance Action by Registrant: Registrant provided the employee performance review policy and a copy of employee performance review.	
Actions taken or to be taken by Registrant: Registrant must provide and implement an employee performance review policy. No further actions.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative matters	May 27, 2025		Non-compliance
Requirement: Section 78 (2): Length of time records must be kept: A registrant must keep a record referred to in section 76 [<i>resident records</i>] for at least 2 years from the date the residency of the resident who is the subject of the record ends. Observation: The Registrant did not keep records related to residents' complaints.			Compliance Action by Registrant: Required actions yet to be completed by Registrant.	
Actions taken or to be taken by Registrant: The Registrant must develop a residents records management policy and provide the policy to the Registry by April 29, 2026.				
Actions taken or to be taken by Registry: Review policy.				