

Substantiated Complaints in Senior's Care Facilities

Complaint information on this website is a summary of substantiated violations or deficiencies found during the complaint investigation process.

Community	Facility Information	Facility Type	Capacity	Reported Date	Complaint Category
Nelson	Mountain Lake Seniors Community Ltd. 1656 West 75th Avenue Vancouver BC V6P 6G2	Long Term Care	92	May 9, 2017	Policies and Procedures
Contravention	Policies and Procedures - RCR 85 (1) (d) A licensee must do all of the following: (d) ensure that policies are implemented by employees - SUBSTANTIATED.				
West Kelowna	Pine Acres Home 1902 Pheasant Lane Westbank BC V4T 2H4	Long Term Care	63	May 3, 2017	Privacy
Contravention	Care and Supervision – RCR 53 - A licensee must, to the greatest extent possible while maintaining the health, safety and dignity of all persons in care, ensure respect for the personal privacy of each person in care, including the privacy of each person in care's bedroom, belongings and storage area – SUBSTANTIATED				
Kelowna	White Heather Manor 3728 Casorso Road Kelowna BC V1W 4M8	Long Term Care, Mental Health, Acquired Injury	3 36 3	Mar 1, 2017	Employee trained in first aid Character and skill requirements

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Contravention	<p>1) Staffing - RCR 37 (1) A licensee must not employ a person in a community care facility unless the licensee or, in the case of a person who is not the manager, the manager has obtained all of the following (d) copies of any diplomas, certificates or other evidence of the person's training and skills – SUBSTANTIATED</p> <p>2) Staffing - RCR 43 (1) A licensee must ensure that persons in care have at all times immediate access to an employee who (a) holds a valid first aid and CPR certificate, provided on completion of a course that meets the requirements of Schedule C - SUBSTANTIATED</p>				
Keremeos	Orchard Haven 700 3rd Street Keremeos BC V0X 1N0	Long Term Care	38	Feb 28, 2017	Staff coverage
Contravention	<p>Staffing - RCR 42 (1)(a) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to (a) meet the needs of the persons in care - SUBSTANTIATED</p>				
Trail	Rose Wood Village 8125 Devito Drive Trail BC V1R 4X9	Long Term Care	46	Jan 24, 2017	Maintenance Dispute resolution
Contravention	<p>Policies - RCR 60 (c) A licensee must (c) ensure that all complaints, concerns and disputes are responded to promptly – SUBSTANTIATED</p> <p>Physical - RCR 22(1)(c) A licensee must ensure that all rooms and common areas are (c) maintained in safe and clean condition - SUBSTANTIATED</p>				
Kelowna	Spring Valley Care Centre 355 Terai Court Kelowna BC V1X 5X6	Long Term Care	151	Jan 24, 2017	Reportable incidents Policies and procedures
Contravention	<p>Records – RCR 77 (2)(c) - Subject to subsection (3), if a person in care is involved in a reportable incident, the licensee must immediately notify a medical health officer, in the form and in the manner required by the medical health officer – SUBSTANTIATED</p>				

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	Policies – RCR 85 (1)(d) - A licensee must do all of the following: ensure that policies are implemented by employees – SUBSTANTIATED				
Kamloops	Kamloops Seniors Village 1220 Hugh Allan Drive Kamloops BC V1S 2B3	Long Term Care	114	Dec 29, 2016	Care plan needed if more than 30 day stay
Contravention	If a person in care is admitted to the community care facility for a period of more than 30 days, a licensee must ensure that a care plan for the person in care is made in accordance with this section within 30 days of admission - SUBSTANTIATED				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Avenue Penticton BC V2A 2V6	Long Term Care	100	Nov 18, 2016	Licensing
Contravention	Residential Care Regulation 61 A licensee must regularly monitor the physical environment of the community care facility, and the care and services provided by it, to ensure that the requirements of the Act and this regulation are being met.				
Kelowna	Good Samaritan Canada, Mountainview Village 3070 Burtch Road Kelowna BC V1W 5G2	Long Term Care	90	Nov 17, 2016	Care & Supervision
Contravention	Residential Care Regulation 50 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. Harmful actions not permitted. Residential Care Regulation 52 1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to				

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	<p>a) financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D, General health and hygiene.</p> <p>Residential Care Regulation 54</p> <p>1) A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene.</p> <p>2) A licensee must</p> <p>a) assist persons in care to obtain health services as required.</p>				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Avenue Penticton BC V2A 2V6	Long Term Care	100	Nov 9, 2016	Care & Supervision Staffing Records & Reporting
Contravention	<p>Residential Care Regulation 77</p> <p>1) For the purposes of this section, a person in care is involved in a reportable incident if the person in care</p> <p>a) is the subject of</p> <p>(i) a reportable incident, or</p> <p>2) Subject to subsection</p> <p>3) if a person in care is involved in a reportable incident, the licensee must immediately notify</p> <p>c) a medical health officer, in the form and in the manner required by the medical health officer.</p> <p>Residential Care Regulation 81 (two counts)</p> <p>1) If a person in care is admitted to the community care facility for a period of more than 30 days, a licensee must ensure that a care plan for the person in care is made in accordance with this section within 30 days of admission.</p> <p>2) A care plan must be developed, to the extent reasonably practical,</p> <p>a) with the participation of (i) the person in care, or (ii) if the person in care is not capable of participating, the person in care's parent or representative, and</p> <p>b) in a manner that takes into account the unique abilities, physical, social and emotional needs, and cultural and spiritual preferences of the person in care.</p> <p>3) A care plan must include all of the following:</p> <p>a) a plan to address</p> <p>(i) medication, including self-administered medication if approved under section 70</p>				

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	4) [administration of medication]				
West Kelowna	Lakeview Lodge 2337 Butt Rd West Kelowna BC V4T 3L3	Long Term Care	114	Aug 18, 2016	Staffing
Contravention	<p>Residential Care Regulation 42</p> <p>1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to</p> <p>a) meet the needs of the persons in care, and</p> <p>b) assist persons in care with activities of daily living, including eating, moving about, dressing and grooming, bathing and other forms of personal hygiene, in a manner consistent with the health, safety and dignity of persons in care.</p> <p>Residential Care Regulation 60</p> <p>A licensee must</p> <p>a) establish a fair, prompt and effective process for persons in care and their parents or representatives, family members and contact persons to express a concern, make a complaint or resolve a dispute,</p> <p>b) ensure that there is no retaliation against a person in care as a result of anyone expressing a concern or making a complaint, and</p> <p>c) ensure that all complaints, concerns and disputes are responded to promptly.</p>				
Kelowna	Lakeview Lodge 2337 Butt Road West Kelowna BC V4T 3L3	Long Term Care	114	Aug 18, 2016	Staffing Policies and Procedures
Contravention	<p>Residential Care Regulation 42</p> <p>1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to</p> <p>a) meet the needs of the persons in care, and</p> <p>b) assist persons in care with activities of daily living, including eating, moving about, dressing and</p>				

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	grooming, bathing and other forms of personal hygiene, in a manner consistent with the health, safety and dignity of persons in care.				
	Residential Care Regulation 60 A licensee must				
	<ul style="list-style-type: none"> a) establish a fair, prompt and effective process for persons in care and their parents or representatives, family members and contact persons to express a concern, make a complaint or resolve a dispute, b) ensure that there is no retaliation against a person in care as a result of anyone expressing a concern or making a complaint, and c) ensure that all complaints, concerns and disputes are responded to promptly – partially substantiated. Please see Nexus NX2016-28428 for complete documentation.				
Kelowna	Spring Valley Care Centre 355 Terai Court Kelowna BC V1X 5X6	Long Term Care	151	Aug 17, 2016	Care & Supervision
Contravention	Residential Care Regulation 52 A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to				
	<ul style="list-style-type: none"> a) financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D 				
Penticton	The Hamlets at Penticton Osprey Care (Penticton) Inc. 8382 - 156th Street Surrey BC V3S 3R7	Long Term Care Community Living Acquired Injury	90 5 3	Aug 2, 2016	81 Care plan needed if more than 30 day stay 50 Continuing accommodation
Contravention	Care & Supervision: RCR Section 81(4)(a) & (b)(i) A licensee must ensure that (a) the implementation of each care plan is monitored on a regular basis to ensure proper implementation, (b) each care plan is reviewed and, if necessary, modified (i) if there is a substantial change in the circumstances of the person in care – SUBSTANTIATED				

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Vernon	Good Samaritan Canada Heron Grove 4900 20 St Vernon BC V1T 9W3	Long Term Care	76	Jul 21, 2016	Medication
Contravention	Residential Care Regulation 70 1) A licensee must ensure that only medications that have been prescribed or ordered by a medical practitioner or nurse practitioner are administered to a person in care.				
Salmon Arm	Hillside Village 2891 15 Ave NE Salmon Arm BC V1E 1G9	Long Term Care	112	Jul 7, 2016	Policies & Procedures
Contravention	Residential Care Regulation 85 1) A Licensee must do all of the following: d) ensure that policies are implemented by employees.				
West Kelowna	Lakeview Lodge 2337 Butt Rd West Kelowna BC V4T 3L3	Long Term Care	114	Jun 16, 2016	Care & Supervision
Contravention	Residential Care Regulation 50 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. Residential Care Regulation 81 (two counts) 4) A licensee must ensure that d) the implementation of each care plan is monitored on a regular basis to ensure proper implementation, e) each care plan is reviewed and, if necessary, modified i. if there is a substantial change in the circumstances of the person in care, or a. if there is no substantial change in the circumstances of the person in care, at least once each year to ensure it continues to meet the needs and preferences, and is compatible with the abilities, of the person in care who is the subject of the care plan.				

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	Residential Care Regulation 82 A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care's care plan.				
Kelowna	Spring Valley Care Centre 355 Terai Court Kelowna BC V1X 5X6	Long Term Care	151	May 24, 2016	Care & Supervision
Contravention	Residential Care Regulation 53 (two counts) A licensee must, to the greatest extent possible while maintaining the health, safety and dignity of all persons in care, ensure respect for the personal privacy of each person in care, including the privacy of each person in care's bedroom, belongings and storage area. Residential Care Regulation 85 1) A licensee must do all of the following: a) ensure that policies are implemented by employees.				
Penticton	Haven Hill Retirement Centre 415 Haven Hill Rd Penticton BC V2A 4E9	Long Term Care	152	May 5, 2016	Care & Supervision Policies & Procedures
Contravention	Residential Care Regulation 82 A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care's care plan. Residential Care Regulation 85 1) A licensee must do all of the following: a) have written policies and procedures for the purposes of guiding staff in all matters relating to the care and supervision of persons in care; b) review and, if necessary, revise the policies and procedures at least once each year; c) make all policies and procedures available i. to employees at all times, ii. to a medical health officer on request, iii. to a person in care on request, and				

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	<p>iv. the parent or representative of a person in care on request; d) ensure that policies are implemented by employees.</p>				
Summerland	Prairie Valley Lodge 10312 Prairie Valley Rd Summerland BC V0H 1Z0	Long Term Care	9	Apr 8, 2016	Physical
Contravention	<p>Residential Care Regulation 23 1) A licensee must ensure that a) No one other than a person in care smokes or uses tobacco, holds lighted tobacco, uses an e-cigarette or holds an activated e-cigarette while on the premises of a community care facility.</p>				
Invermere	Columbia House 1030 10 th St Invermere BC V0A 1K0	Long Term Care	35	Mar 15, 2016	Care & Supervision Nutrition & Food Services Staffing
Contravention	<p>Residential Care Regulation 82 A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care's care plan. Residential Care Regulation 66 1) A licensee must ensure that each person in care receives adequate food to meet their personal nutritional needs, based on Canada's Food Guide and the person in care's nutrition plan.</p>				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Ave Penticton BC V2A 2V6	Long Term Care	100	Mar 14, 2016	Staffing
Contravention	<p>Residential Care Regulation 41 1) A licensee must designate an adult employee to act as manager of the community care facility if the manager is temporarily absent from the facility during the course of the manager's regular duties.</p>				

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	<p>2) The licensee must designate an employee, qualified by training and experience, to</p> <ul style="list-style-type: none"> a) supervise employees who provide care to persons in care, b) coordinate and monitor the care of persons in care. 				
Invermere	Columbia House 1030 10 th St Invermere BC V0A 1K0	Long Term Care	35	Mar 2, 2016	Care & Supervision Policies & Procedures Staffing Records & Reporting
Contravention	<p>Residential Care Regulation 60 A licensee must</p> <ul style="list-style-type: none"> a) establish a fair, prompt and effective process for persons in care and their parents or representatives, family members and contact persons to express a concern, make a complaint or resolve a dispute <p>Residential Care Regulation 63</p> <p>3) A licensee must ensure that meals are provided</p> <ul style="list-style-type: none"> c) By ongoing room try service, if <ul style="list-style-type: none"> i. Necessary because of the physical or mental circumstance of the person in care, ii. Indicated in the care plan of the person in care, iii. Approved by the person in care’s medical practitioner or nurse practitioner, and iv. reassessed by the person in care’s medical practitioner, nurse practitioner or dietitian at least once every 30 days <p>Residential Care Regulation 68</p> <p>4) A licensee must ensure that all employees comply with the policies and procedures of the medication safety and advisory committee.</p> <p>Residential Care Regulation 82 A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care’s care plan.</p> <p>Residential Care Regulation 85</p> <p>1) A licensee must do all of the following:</p> <ul style="list-style-type: none"> d) ensure that all policies are implemented by employees 				

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	<p>Residential Care Regulation 88 A licensee must keep a record of all of the following:</p> <ul style="list-style-type: none"> a) minor accidents, illnesses and medication errors involving persons in car that do not require medical attention and are not reportable incidents. <p>Residential Care Regulation 89 1) A licensee must keep a record respecting complaints made and concerns expressed to the licensee under Section 60 (dispute resolution) and the responses to them</p>				
Salmon Arm	Mount Ida Mews 100 5 th Ave SE Salmon Arm BC V1E 4H4	Long Term Care	72	Feb 24, 2016	Policies & Procedures
Contravention	<p>Residential Care Regulation 48 1) Before admitting a person to a community care facility, a licensee must advise the person, or the person's parent or representative, of</p> <ul style="list-style-type: none"> a) all charges, fees or other payments that the person in care may have to pay in return for accommodation and other services offered by the community care facility 				
Penticton	Haven Hill Retirement Centre 415 Haven Hill Rd Penticton BC V2A 4E9	Long Term Care	152	Feb 23, 2016	Care & Supervision Staffing
Contravention	<p>Residential Care Regulation 41 (three counts) 2) The licensee must designate an employee, qualified by training and experience, to</p> <ul style="list-style-type: none"> a) supervise employees who provide care to persons in care, b) coordinate and monitor the care of persons in care, and c) manage unusual situations or emergencies. <p>Residential Care Regulation 42 (three counts) 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to</p> <ul style="list-style-type: none"> a) meet the needs of the persons in care, and b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing 				

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	<p>and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care.</p> <p>Residential Care Regulation 50 (three counts)</p> <p>1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met.</p> <p>Residential Care Regulation 52</p> <p>1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to</p> <p>a) financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D.</p> <p>Residential Care Regulation 54</p> <p>1) A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene.</p> <p>2) A licensee must</p> <p>a) assist persons in care to obtain health services as required</p>				
Kelowna	Spring Valley Care Centre 355 Terai Court Kelowna BC V1X 5X6	Long Term Care	151	Feb 17, 2016	Care & Supervision Physical Facility Equipment & Furnishings Records & Reporting
Contravention	<p>Residential Care Regulation 81</p> <p>2) A care plan must be developed, to the extent reasonably practical,</p> <p>b) with the participation of</p> <p>ii. the person in care, or</p> <p>iii. if the person in care is not capable of participating, the person in care's parent or representative, and</p> <p>c) in a manner that takes into account the unique abilities, physical, social and emotional needs, and cultural and spiritual preferences of the person in care.</p>				

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	<p>Residential Care Regulation 21 A licensee must ensure that all furniture and equipment for use by persons in care <ul style="list-style-type: none"> • are compatible with the health, safety and dignity of the persons in care </p> <p>Residential Care Regulation 30 A licensee must ensure that all bathrooms have <ul style="list-style-type: none"> • any other equipment that is necessary to protect the health, safety and dignity of the persons in care. </p> <p>Residential Care Regulation 50 <ul style="list-style-type: none"> 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met </p>				
Invermere	Columbia Garden Care Village 800 10 th Ave Invermere BC V0A 1K0	Long Term Care	34	Feb 14, 2016	Care & Supervision Licensing Physical Facility, Equipment & Furnishings Policies & Procedures Records & Reporting Staffing
Contravention	<p>Residential Care Regulation 22 <ul style="list-style-type: none"> 3) A license must ensure that all rooms and common areas , emergency exits, equipment, and monitoring and signalling devices are inspected and maintained on a regular basis </p> <p>Residential Care Regulation 40 <ul style="list-style-type: none"> 1) A licensee must ensure that the performance of each employee is reviewed both regularly and as directed by the medical health officer under subsection (2) to ensure that the employee <ul style="list-style-type: none"> a) continues to meet the requirements for this regulation, and b) demonstrates the competence required for the duties to which the employee is assigned </p> <p>Residential Care Regulation 61 A licensee must regularly monitor the physical environment of the community care facility, and the care and services provided by it, to ensure that the requirements of the Act and this regulation are being met</p>				

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	<p>Residential Care Regulation 77</p> <p>2) Subject to subsections (3), if a person in care is involved in a reportable incident, the licensee must immediately notify</p> <ul style="list-style-type: none"> a) the parent of representative, or contact person, of the person in care, b) the medical practitioner or nurse practitioner responsible for the person in care, c) a medical health officer, in the form and manner required by the medical health officer, and d) the funding program, if any. <p>Residential Care Regulation 81</p> <p>3) A care plan must include all of the following:</p> <ul style="list-style-type: none"> a) A plan to address <ul style="list-style-type: none"> ii. Behavioural intervention, if applicable f) If a person in care has been determined to be at risk of leaving a community care facility without notification of an employee, a plan <ul style="list-style-type: none"> i. to prevent the person from leaving ii. if the person in care leaves without notification, to locate the person in care <p>Residential Care Regulation 85</p> <p>1) A license must do all of the following:</p> <ul style="list-style-type: none"> d) ensure policies are implemented by employees 				
Kelowna	Spring Valley Care Centre 355 Terai Court Kelowna BC V1X 5X6	Long Term Care	151	Feb 10, 2016	Hygiene & Communicable Disease Control Medication Policies & Procedures Care & Supervision
Contravention	<p>Residential Care Regulation 53 (four counts)</p> <p>A licensee must, to the greatest extent possible while maintaining the health, safety and dignity of all persons in care, ensure respect for the personal privacy of each person in care, including the privacy of each person in care's bedroom, belongings and storage area.</p>				

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	<p>Residential Care Regulation 54 (three counts)</p> <ul style="list-style-type: none"> 1) A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene. <p>Residential Care Regulation 60</p> <p>A licensee must</p> <ul style="list-style-type: none"> a) establish a fair, prompt and effective process for persons in care and their parents or representatives, family members and contact persons to express a concern, make a complaint or resolve a dispute. <p>Residential Care Regulation 70</p> <ul style="list-style-type: none"> 1) A licensee must ensure that only medications that have been prescribed or ordered by a medical practitioner or nurse practitioner are administered to a person in care <p>Residential Care Regulation 81</p> <ul style="list-style-type: none"> 3) A care plan must include all of the following <ul style="list-style-type: none"> c) a nutrition plan that <ul style="list-style-type: none"> i. assesses a person in care's nutrition status <p>Residential Care Regulation 82 (two counts)</p> <p>A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care's care plan</p> <p>Residential Care Regulation 85 (two counts)</p> <ul style="list-style-type: none"> 1) A licensee must do all of the following <ul style="list-style-type: none"> d) ensure that policies are implemented by employees. 				
Penticton	Haven Hill Retirement Centre 415 Haven Hill Rd Penticton BC V2A 4E9	Long Term Care	152	Jan 18, 2016	Care & Supervision
Contravention	<p>Community Care and Assisted Living Act 7</p> <ul style="list-style-type: none"> 1) A licensee must do all of the following: <ul style="list-style-type: none"> a) employ at a community care facility only persons of good character who meet the standards for employees specified in the regulations; b) operate the community care facility in a manner 				

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	<p>Residential Care Regulation 50</p> <ul style="list-style-type: none"> 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. <p>Residential Care Regulation 52</p> <ul style="list-style-type: none"> 1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to <ul style="list-style-type: none"> a) financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D. <p>Residential Care Regulation 83</p> <ul style="list-style-type: none"> 2) A licensee of a community care facility with more than 24 persons in care must develop, with the assistance of a dietitian, a nutrition plan for each person in care. <p>Residential Care Regulation 81</p> <ul style="list-style-type: none"> 3) A care plan must include all of the following: <ul style="list-style-type: none"> c) a nutrition plan that <ul style="list-style-type: none"> i) assesses a person in care's nutrition status, and ii) specifies the nutrition to be provided to the person in care, including the requirements of any therapeutic diets 				
<p>Kelowna</p>	<p>Good Samaritan Canada Mountainview Village 3070 Burtch Rd Kelowna BC V1W 5G2</p>	<p>Long Term Care</p>	<p>90</p>	<p>Dec 14, 2015</p>	<p>Care & Supervision Physical Facility, Equipment & Furnishings Staffing</p>
<p>Contravention</p>	<p>Residential Care Regulation 50</p> <ul style="list-style-type: none"> 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. <p>Residential Care Regulation 42 (two counts)</p> <ul style="list-style-type: none"> 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to <ul style="list-style-type: none"> a) meet the needs of the persons in care, and 				

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

	<ul style="list-style-type: none"> o assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care. <p>Residential Care Regulation 7</p> <ul style="list-style-type: none"> 1) A licensee must do all of the following: <ul style="list-style-type: none"> a) employ at a community care facility only persons of good character who meet the standards for employees specified in the regulations; b) operate the community care facility in a manner that will promote <ul style="list-style-type: none"> i. the health, safety and dignity of persons in care, and ii. in the case of adult persons in care, the rights of those persons in care; 				
Golden	Henry M. Durand Manor 803 9 Ave S Golden BC V0A 1H0	Long Term Care	28	Nov 27, 2015	Care & Supervision
Contravention	<p>Residential Care Regulation 42</p> <ul style="list-style-type: none"> 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to <ul style="list-style-type: none"> a) meet the needs of the persons in care, and b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care <p>Residential Care Regulation 50</p> <ul style="list-style-type: none"> 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. <p>Residential Care Regulation 52</p> <ul style="list-style-type: none"> 1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to <ul style="list-style-type: none"> o financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D 				

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

	<p>Residential Care Regulation 77</p> <p>2) Subject to subsection (3), if a person in care is involved in a reportable incident, the licensee must immediately notify</p> <ul style="list-style-type: none"> a) the parent or representative, or contact person, of the person in care, b) the medical practitioner or nurse practitioner responsible for the care of the person in care, c) a medical health officer, in the form and in the manner required by the medical health officer, and d) the funding program, if any. <p>Community Care and Assisted Living Act 7</p> <ul style="list-style-type: none"> 1) A licensee must do all of the following: <ul style="list-style-type: none"> b) operate the community care facility in a manner that will promote <ul style="list-style-type: none"> i. the health, safety and dignity of persons in care. 				
Osoyoos	Mariposa Gardens 8816 97 th St Osoyoos BC V0H 1V5	Long Term Care	109	Oct 26, 2015	Care & Supervision
Contravention	<p>Residential Care Regulation 50</p> <p>1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met</p>				
Golden	Henry M. Durand Manor 803 9 th Ave S Golden BC V0A 1H0	Long Term Care	28	Oct 20, 2015	Care & Supervision
Contravention	<p>Residential Care Regulation 82</p> <p>A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care's care plan.</p>				
Vernon	The Gateby 3000 Gateby PI Vernon BC V1T 8V8	Long Term Care	75	Oct 7, 2015	Policies & Procedures

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

Contravention	Residential Care Regulation 51 1) A licensee must have a) an emergency plan that sets out procedures to prepare for, mitigate, respond to and recover from any emergency, including procedures for the evacuation of persons in care				
Invermere	Columbia Garden Care Village 800 10 th Ave Invermere BC V0A 1K0	Long Term Care	34	Oct 5, 2015	Care & Supervision
Contravention	Residential Care Regulation 54 2) A licensee must a) assist persons in care to obtain health services as required				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Ave Penticton BC V2A 2V6	Long Term Care	100	Sep 29, 2015	Hygiene and Communicable Disease Control
Contravention	Residential Care Regulation 85 1) A licensee must do all of the following: a) ensure that policies are implemented by employees. Residential Care Regulation 50 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. Residential Care Regulation 52 1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to a) neglect as those terms are defined in section 1 of Schedule D– substantiated				

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

	<p>Residential Care Regulation 76</p> <ul style="list-style-type: none"> 1) If a person in care becomes ill or is injured while under the care or supervision of a licensee, the licensee must immediately notify the parent or representative, or contact person of the person in care. <p>Residential Care Regulation 77(2)(c)</p> <ul style="list-style-type: none"> 2) Subject to subsection (3), if a person in care is involved in a reportable incident the licensee must immediately notify <ul style="list-style-type: none"> c) a medical health officer (Licensing) in the form and in the manner required by the medical health officer. 				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Ave Penticton BC V2A 2V6	Long Term Care	100	Sep 25, 2015	Care & Supervision Licensing Staffing
Contravention	<p>Residential Care Regulation 41</p> <ul style="list-style-type: none"> 2) The licensee must designate an employee, qualified by training and experience, to <ul style="list-style-type: none"> a) supervise employees who provide care to persons in care, b) coordinate and monitor the care of persons in care, and c) manage unusual situations or emergencies. <p>Residential Care Regulation 42</p> <ul style="list-style-type: none"> 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to <ul style="list-style-type: none"> a) meet the needs of the persons in care, and b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care. <p>Community Care and Assisted Living Act 7</p> <ul style="list-style-type: none"> 1) A licensee must do all of the following: <ul style="list-style-type: none"> a) employ at a community care facility only persons of good character who meet the standards for employees specified in the regulations; b) operate the community care facility in a manner that will promote <ul style="list-style-type: none"> i. the health, safety and dignity of persons in care, and ii. in the case of adult persons in care, the rights of those persons in care; 				

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

Kamloops	The Hamlets at Westsyde 3255 Overlander Dr Kamloops BC V2B 0A5	Long Term Care Acquired Brain Injury	110 2	Sep 24, 2015	Care & Supervision Policies & Procedures
Contravention	<p>Residential Care Regulation 60 A licensee must</p> <ul style="list-style-type: none"> a) establish a fair, prompt and effective process for persons in care and their parents or representatives, family members and contact persons to express a concern, make a complaint or resolve a dispute. <p>Residential Care Regulation 68</p> <ul style="list-style-type: none"> 3) The medication safety and advisory committee must establish and review as required b) Policies and procedures in respect of <ul style="list-style-type: none"> i. The safe and effective storage, handling and administration of the person in care's medication, in compliance with the <i>Pharmacy Operations and Drug Scheduling Act</i> and ii. The immediate response to and reporting of medication errors and adverse reactions to medications. <p>Residential Care Regulation 81</p> <ul style="list-style-type: none"> 3) A care plan must include all of the following: <ul style="list-style-type: none"> b) An oral health care plan <p>Residential Care Regulation 85</p> <ul style="list-style-type: none"> 2) Without limiting subsection (1)(a), a licensee must have written policies and procedures in respect of all of the following: <ul style="list-style-type: none"> a) If the licensee provides a type of care described as Long Term Care, fall prevention, including <ul style="list-style-type: none"> iii. A plan for responding to a fall suffered by a person in care, including steps to be taken to ensure the health and safety of the person in care who has fallen and to prevent subsequent falls by the person in care 				
Keremeos	Orchard Haven 700 3 rd St Keremeos BC V0X 1N0	Long Term Care	25	Sep 18, 2015	Policies & Procedures Records & Reporting Staffing
Contravention	<p>Community Care and Assisted Living Act 7</p> <ul style="list-style-type: none"> 1) A licensee must do all of the following: 				

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- a) employ at a community care facility only persons of good character who meet the standards for employees specified in the regulations;
- b) operate the community care facility in a manner that will promote
 - i. the health, safety and dignity of persons in care, and

Residential Care Regulation 81 (1)

- 1) If a person in care is admitted to the community care facility for a period of more than 30 days, a licensee must ensure that a care plan for the person in care is made in accordance with this section within 30 days of admission.
- 2) A care plan must be developed, to the extent reasonably practical,
 - a) with the participation of
 - i. the person in care, or
 - ii. if the person in care is not capable of participating, the person in care's parent or representative, and
 - b) in a manner that takes into account the unique abilities, physical, social and emotional needs, and cultural and spiritual preferences of the person in care.
- 4) A licensee must ensure that
 - a) the implementation of each care plan is monitored on a regular basis to ensure proper implementation,
 - b) each care plan is reviewed and, if necessary, modified
 - i. if there is a substantial change in the circumstances of the person in care

Kelowna	Orchard Manor at Hawthorn Park 3221 Casorso Rd Kelowna BC V1Y 3J5	Long Term Care	46	Sep 14, 2015	Nutrition & Food Services
Contravention	Residential Care Regulation 64 1) A licensee must ensure that a) a morning meal is available between 7:00 and 9:00 a.m.				
Kamloops	The Hamlets at Westsyde 3255 Overlander Dr Kamloops BC V2B 0A5	Long Term Care Acquired Brain Injury	110 2	Sep 3, 2015	Care & Supervision

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Contravention	Residential Care Regulation 82 A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care's care plan.				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Ave Penticton BC V2A 2V6	Long Term Care	100	Sep 2, 2015	Care & Supervision Staffing
<p>Community Care and Assisted Living Act 7 (two counts)</p> <ol style="list-style-type: none"> 1) A licensee must do all of the following: <ol style="list-style-type: none"> a) employ at a community care facility only persons of good character who meet the standards for employees specified in the regulations; b) operate the community care facility in a manner that will promote <ol style="list-style-type: none"> i. the health, safety and dignity of persons in care, and ii. in the case of adult persons in care, the rights of those persons in care. <p>Residential Care Regulation 81 (1)</p> <ol style="list-style-type: none"> 1) If a person in care is admitted to the community care facility for a period of more than 30 days, a licensee must ensure that a care plan for the person in care is made in accordance with this section within 30 days of admission. 2) A care plan must be developed, to the extent reasonably practical, <ol style="list-style-type: none"> a) with the participation of <ol style="list-style-type: none"> i. the person in care, or ii. if the person in care is not capable of participating, the person in care's parent or representative, and b) in a manner that takes into account the unique abilities, physical, social and emotional needs, and cultural and spiritual preferences of the person in care. 4) A licensee must ensure that <ol style="list-style-type: none"> a) the implementation of each care plan is monitored on a regular basis to ensure proper implementation, b) each care plan is reviewed and, if necessary, modified 					

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

	Residential Care Regulation 42 (two counts) 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to a) meet the needs of the persons in care, and b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care.				
Vernon	The Gateby 3000 Gateby PI Vernon BC V1T 8V8	Long Term Care	75	Sep 2, 2015	Care & Supervision Staffing
Contravention	Residential Care Regulation 42 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to a) meet the needs of the persons in care Community Care and Assisted Living Act 7 1) A licensee must do all of the following: b) operate the community care facility in a manner that will promote i. the health, safety and dignity of persons in care				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Ave Penticton BC V2A 2V6	Long Term Care	100	Aug 20, 2015	Staffing Care & Supervision
Contravention	Residential Care Regulation 42 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to a) meet the needs of the persons in care, and b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care.				

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

	Residential Care Regulation 50 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met.				
Vernon	The Gateby 3000 Gateby PI Vernon BC V1T 8V8	Long Term Care	75	Aug 20, 2015	Policies & Procedures
Contravention	Residential Care Regulation 85 2) Without limiting subsection (1) (a), a licensee must have written policies and procedures in respect to all of the following: b) the orientation of new managers and employees, including orientation respecting the policies and procedures of the community care facility, the regulations and the Act				
Summerland	Summerland Seniors Village 12803 Atkinson Rd Summerland BC V0H 1Z4	Long Term Care	112	Aug 20, 2015	Care & Supervision
Contravention	Residential Care Regulation 50 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. 2) A licensee must not a) send a person in care to a hospital unless directed to do so by the person in care's medical practitioner or nurse practitioner, or b) transfer a person in care, other than a person in care who is on leave under the <i>Mental Health Act</i> , to another community care facility without the consent of the person in care or that person's parent or representative.				
Merritt	Gillis House 1699 Tutill Crt Merritt BC V1K 1C6	Long Term Care	49	Aug 19, 2015	Care & Supervision

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Contravention	Residential Care Regulation 50 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met.				
Vernon	Heritage Square 3904 27 St Vernon BC V1T 4X7	Long Term Care	50	Aug 18, 2015	Policies and Procedures Physical Facility, Equipment and Furnishings
Contravention	Residential Care Regulation 21 A licensee must ensure that all furniture and equipment for use by persons in care a) are maintained in good state of repair Residential Care Regulation 22 1) A licensee must ensure that all rooms and common areas are c) maintained in a safe and clean condition Residential Care Regulation 48 1) Before admitting a person to a community care facility, a licensee must advise the person, or the person's parent or representative, of b) the policies of the community care facility respecting expressing concerns, making complaints and resolving disputes under section 60 (dispute resolution)				
Vernon	The Gateby 3000 Gateby PI Vernon BC V1T 8V8	Long Term Care	75	Aug 6, 2015	Care & Supervision Staffing Policies & Procedures
Contravention	Residential Care Regulation 42 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to a) meet the needs of the persons in care Residential Care Regulation 85 1) A licensee must do all of the following:				

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

	<p>d) ensure that policies are implemented by employees</p> <p>Community Care and Assisted Living Act 7</p> <p>1) A licensee must do all of the following:</p> <p>b) operate the community care facility in a manner that will promote</p> <p>i. the health, safety and dignity of persons in care</p>				
Kelowna	Spring Valley Care Centre 355 Terai Crt Kelowna BC V1X 5X6	Long Term Care	151	Jul 16, 2015	Care and Supervision
Contravention	<p>Residential Care Regulation 50</p> <p>1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met.</p>				
Penticton	Haven Hill Retirement Centre 415 Haven Hill Rd Penticton BC V2A 4E9	Long Term Care	152	Jun 28, 2015	Care & Supervision Hygiene & Communicable Disease Control
Contravention	<p>Residential Care Regulation 76</p> <p>1) If a person in care becomes ill or is injured while under the care or supervision of a licensee, the licensee must immediately notify the parent or representative, or contact person, of the person in care.</p> <p>Community Care and Assisted Living Act 7</p> <p>1) A licensee must do all of the following:</p> <p>a) employ at a community care facility only persons of good character who meet the standards for employees specified in the regulations;</p> <p>b) operate the community care facility in a manner that will promote</p> <p>i. the health, safety and dignity of persons in care, and</p> <p>ii. in the case of adult persons in care, the rights of those persons in care.</p>				

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

Kamloops	The Hamlets at Westsyde 3255 Overlander Dr Kamloops BC V2B 0A5	Long Term Care Acquired Injury	110 2	Jun 17, 2015	Care and Supervision
Contravention	Residential Care Regulation 82 A licensee must ensure that the care and supervision of a person in care is consistent with the terms and conditions of the person in care's care plan.				
Golden	Henry M Durand Manor 803 9 th Ave S Golden BC V0A 1H0	Long Term Care	28	Jun 5, 2015	Care and Supervision
Contravention	Residential Care Regulation 54 2) A licensee must a) assist person in care to obtain health services as required.				
Trail	Rose Wood Village 8125 Devito Dr Trail BC V1R 4X9	Long Term Care	46	May 29, 2015	Staffing
Contravention	Residential Care Regulation 42 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to a) meet the needs of persons in care, and b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing, and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care.				
Kamloops	Ridgeview Lodge 920 Desmond St Kamloops BC V2B 5K6	Long Term Care	129	May 7, 2015	Physical Facility, Equipment and Furnishings

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Contravention	Residential Care Regulation 22 1) A licensee must ensure that all rooms and common areas are c) maintained in a safe and clean condition.				
Kelowna	David Lloyd Jones Home 934 Bernard Ave Kelowna BC V1Y 6P8	Long Term Care	64	May 4, 2015	Care and Supervision
Contravention	Residential Care Regulation 50 1) A licensee must regularly monitor the health and safety of each person in care to determine whether the needs of the person in care continue to be met. Residential Care Regulation 54 1) A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene. Residential Care Regulation 81 4) A licensee must ensure that a) the implementation of each care plan is monitored on a regular basis to ensure proper implementation b) each care plan is reviewed and, if necessary, modified i. if there is a substantial change in the circumstances of the person in care, or ii. if there is no substantial change in the circumstances of the person in care, at least once each year to ensure it continues to meet the needs and preferences, and is compatible with the abilities, of the person in care who is the subject of the care plan, and c) to the extent reasonably practical, persons in care participate in the review and modification of their own care plans.				
Penticton	The Hamlets at Penticton	Long Term Care Community Living Acquired Injury	90 5 3	Apr 30, 2015	Records and Reporting

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.

Contravention	Residential Care Regulation 93 A licensee must, to the greatest extent possible while maintaining the health, safety and dignity of persons in care keep the records and personal information of persons in care confidential.				
Kamloops	Kamloops Seniors Village 1220 Hugh Allan Dr Kamloops BC V1S 2B3	Long Term Care	114	Apr 27, 2015	Care and Supervision
Contravention	Residential Care Regulation 52 1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to a) Financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D				
Osoyoos	Mariposa Gardens 8816 97 St Osoyoos BC V0H 1V5	Long Term Care	109	Apr 23, 2015	Care and Supervision
Contravention	Residential Care Regulation 54 1) A licensee must establish a program to instruct, if necessary, and assist persons in care in maintain health and hygiene. Residential Care Regulation 22 1) A licensee must ensure that all rooms and common areas are b) maintained in a good state of repair and c) maintained in a safe and clean condition.				
Penticton	Good Samaritan Canada Village by the Station 270 Hastings Ave Penticton BC V2A 2V6	Long Term Care	100	Apr 8, 2015	Physical Facility, Equipment and Furnishings Staffing Care & Supervision Policies & Procedures

Please Note: The facility has taken steps to correct contraventions or deficiencies confirmed during the complaint investigation or has submitted a Health and Safety Plan to address contraventions or deficiencies and the facility will be monitored for compliance with that plan to ensure the health and safety of persons in care. Corrections are often done voluntarily by the facility, however, if required the Health Authority may implement a system of progressive enforcement to ensure the health and safety of persons in care.



Contravention

Residential Care Regulation 19

- 1) If a person in care requires monitoring, or a signalling device, to ensure that person's health and safety, a licensee must provide a monitoring system or signalling device that
 - a) is appropriate to the needs of the person in care,
 - b) will identify to employees the location of the person in care, and
 - c) will signal to employees that the person in care needs immediate assistance.
- 2) A licensee must provide communication devices and other means of communication that
 - a) are appropriate to the needs of the persons in care,
 - b) enable persons in care to communicate their needs to employees, and
 - c) enable employees to communicate with each other in respect of the needs of persons in care.

Residential Care Regulation 22

- 1) A licensee must ensure that all rooms and common areas are
 - a) well ventilated,
 - b) maintained in a good state of repair, and
 - c) maintained in a safe and clean condition.

Residential Care Regulation 40

- 1) A licensee must ensure that the performance of each employee is reviewed both regularly and as directed by the medical health officer under subsection (2) to ensure that the employee
 - a) Continues to meet the requirements of this regulation, and
 - b) Demonstrates the competence required for the duties to which the employee is assigned.

Residential Care Regulation 41

- 1) A licensee must designate an adult employee to act as manager of the community care facility if the manager is temporarily absent from the facility during the course of the manager's regular duties.
- 2) The licensee must designate an employee, qualified by training and experience, to
 - a) supervise employees who provide care to persons in care,
 - b) coordinate and monitor the care of persons in care, and
 - c) manage unusual situations or emergencies.

Residential Care Regulation 42

- 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to
 - a) meet the needs of the persons in care, and

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- b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in a manner consistent with the health, safety and dignity of persons in care.

Residential Care Regulation 52

- 1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to
 - a) financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D, or
 - b) deprivation of food or fluids as a form of punishment.

Residential Care Regulation 77

- 1) For the purposes of this section, a person in care is involved in a reportable incident if the person in care
 - a) is the subject of
 - i. a reportable incident, or
 - ii. in the case of reportable incidents of emotional, physical, financial or sexual abuse, or neglect, an alleged or suspected reportable incident, or
 - b) witnesses a reportable incident.
- 2) Subject to subsection (3), if a person in care is involved in a reportable incident, the licensee must immediately notify
 - a) the parent or representative, or contact person, of the person in care,
 - b) the medical practitioner or nurse practitioner responsible for the care of the person in care,
 - c) a medical health officer, in the form and in the manner required by the medical health officer, and
 - d) the funding program, if any.

Residential Care Regulation 85

- 1) A licensee must do all of the following:
 - a) have written policies and procedures for the purposes of guiding staff in all matters relating to the care and supervision of persons in care;
 - d) ensure that policies are implemented by employees.
- 2) Without limiting subsection (1) (a), a licensee must have written policies and procedures in respect of all of the following:
 - b) the orientation of new managers and employees, including orientation to RCR and CCALA

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Kelowna	Sutherland Hills Rest Home 3081 Hall Rd Kelowna BC V1W 2R5	Long Term Care	104	Mar 25, 2015	Hygiene & Communicable Disease Control Nutrition & Food Services Staffing
Contravention	<p>Residential Care Regulation 41</p> <p>5) The licensee must designate an employee, qualified by training and experience, to supervise employees who provide care to persons in care, coordinate and monitor the care of persons in care, and manage unusual situation or emergencies.</p> <p>Residential Care Regulation 54</p> <p>1) A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene.</p> <p>Residential Care Regulation 66</p> <p>2) A licensee must ensure that fluids are provided to persons in care in sufficient quantity and variation to meet the needs and preferences of the persons in care.</p>				
Kelowna	Orchard Manor at Hawthorn Park 3221 Casorso Rd Kelowna BC V1Y 3J5	Long Term Care	46	Mar 17, 2015	Staffing Nutrition and Food Services
Contravention	<p>Residential Care Regulation 42</p> <p>1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to</p> <p>b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in a manner consistent with the hygiene, safety and dignity of persons in care.</p> <p>Residential Care Regulation 63</p> <p>1) A licensee must ensure that all food is safely prepared, stored, served and handled.</p>				

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Kamloops	Kamloops Seniors Village 1220 Hugh Allan Dr Kamloops BC V1S 2B3	Long Term Care	114	Jan 29, 2015	Records and Reporting
Contravention	Residential Care Regulation 79 1) A licensee must keep a record in respect of each person in care showing the following information: b) any disbursements made by the licensee on behalf of a person in care, using the money of the person in care.				
Kelowna	Spring Valley Care Centre 355 Terai Court Kelowna BC V1X 5X6	Long Term Care	151	Jan 19, 2015	Hygiene and Communicable Disease Control Care and Supervision
Contravention	Residential Care Regulation 52 1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to a) financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D. Residential Care Regulation 76 1) If a person in care becomes ill or is injured while under the care or supervision of a licensee, the licensee must immediately notify the parent or representative, or contact person, of the person in care.				
Kelowna	Spring Valley Care Centre 355 Terai Court Kelowna BC V1X 5X6	Long Term Care	151	Dec 31, 2014	Care and Supervision Staffing Hygiene and Communicable Disease Control
Contravention	Residential Care Regulation 42 1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern, to				

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	<p>a) meet the needs of the persons in care.</p> <p>Residential Care Regulation 52</p> <p>1) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to</p> <p>a) financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D.</p> <p>Residential Care Regulation 76</p> <p>1) If a person in care becomes ill or is injured while under the care or supervision of a licensee, the licensee must immediately notify the parent or representative, or contact person, of the person in care.</p>				
Invermere	Columbia Garden Care Village 800 10 th Ave Invermere BC V0A 1K0	Long Term Care	35	Dec 22, 2014	Staffing Physical Facility, Equipment and Furnishings
Contravention	<p>Residential Care Regulation 19</p> <p>1) If a person in care requires monitoring, or a signalling device, to ensure that person's health and safety, a licensee must provide a monitoring system or signalling device that</p> <p>c) will signal to employees that the person in care needs immediate assistance.</p> <p>Residential Care Regulation 42</p> <p>1) A licensee must ensure that, at all times, the employees on duty are sufficient in numbers, training and experience, and organized in an appropriate staffing pattern to</p> <p>a) meet the needs of the persons in care, and</p> <p>b) assist persons in care with activities of daily living, including eating, mobility, dressing, grooming, bathing and personal hygiene, in manner consistent with the health, safety and dignity of persons in care.</p>				

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