

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
Vernon	The Hamlets at Vernon 8382 156th Street Surrey BC V3R 3R7	Long Term Care	100	Jun 1, 2018	Nutrition and Food Services
Contravention	Nutrition and Food Services - RCR 63 (2) - A licensee must ensure that food is prepared and served in a manner that, to the extent practicable, is consistent with the personal preferences and cultural background of the persons in care.				
Vernon	The Hamlets at Vernon 8382 156th Street Surrey BC V3R 3R7	Long Term Care	100	May 28, 2018	Care and Supervision
Contravention	Care and Supervision – RCR 81 (4) (b) (i) – A licensee must ensure that each care plan is reviewed and, if necessary, modified if there is a substantial change in the circumstances of the person in care				
Vernon	Heritage Square 3904 27 St Vernon BC V1T 4X7	Long Term Care	50	May 24, 2018	Care and Supervision
Contravention	Care and Supervision-RCR 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.				

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Summerland	Summerland Seniors Village 12305 Atkinson Rd Summerland BC V0H 1Z4	Long Term Care	112	May 9, 2018	Staffing
Contravention	Staffing: RCR Section 42(1)(b) (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 (b) assist persons in care with the 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.				
Summerland	Summerland Seniors Village 12305 Atkinson Rd Summerland BC V0H 1Z4	Long Term Care	112	May 8, 2018	Staffing
Contravention	Staffing: RCR Section 42(1)(b) (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 (b) assist persons in care with the 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.				
Vernon	The Hamlets at Vernon 8382 156th Street Surrey BC V3R 3R7	Long Term Care	100	Apr 27, 2018	Care and Supervision
Contravention	<p>Care and Supervision - RCR 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.</p> <p>Care and Supervision - RCR 52 (1) (a) A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D.</p>				

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Kelowna	Orchard Manor at Hawthorn Park 3221 Casorso Rd Kelowna BC V1Y 3J5	Long Term Care	46	Apr 20, 2018	Care and Supervision Hygiene and Communicable Disease Control Policies and Procedures
Contravention	<p>Care and Supervision – RCR 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.</p> <p>Hygiene and Communicable Disease Control – RCR 54(1) - A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene.</p> <p>Policies and Procedures – RCR 85(1)(d) - A licensee must do all of the following: ensure that policies are implemented by employees.</p>				
Vernon	Creekside Landing 6190 Okanagan Landing Rd Vernon BC V1H 1M3	Long Term Care	70	Apr 18, 2018	Staffing Care and Supervision
Contravention	<p>Staffing– RCR 41 (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.</p> <p>Care and Supervision - RCR 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.</p>				
Lumby	Monashee Mews PO Box 801 Lumby BC V0E 2G0	Long Term Care Acquired Injury	36 10	Mar 26, 2018	Policies and Procedures Care and Supervision

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<p>Contravention</p>	<p>Policies and Procedures - RCR Section 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.</p> <p>Care and Supervision - RCR Section 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>Kelowna</p>	<p>Mission Creek Landing Ltd. 3081 Hall Rd Kelowna BC V1W 2R5</p>	<p>Long Term Care</p>	<p>104</p>	<p>Mar 18, 2018</p>	<p>Staffing Policies and Procedures Care and Supervision Hygiene and Communicable Disease Control Licensing</p>
<p>Contravention</p>	<p>Staffing – RCR 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 the 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>Policies and Procedures – RCR 85(1)(d) - A licensee must do all of the following: ensure that policies are implemented by employees.</p> <p>Care and Supervision – RCR 52(1)(a) - A licensee must ensure that a person in care is not, while under the care or supervision of the licensee, subjected to financial abuse, emotional abuse, physical abuse, sexual abuse or neglect as those terms are defined in section 1 of Schedule D.</p> <p>Hygiene and Communicable Disease Control – RCR 54(1) - A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene.</p> <p>Licensing – RCR 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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Cranbrook	Joseph Creek Care Village 1701 Willowbrook Drive N Cranbrook BC V1C 0A5	Long Term Care	102	Feb 8, 2018	Dispute Resolution
Contravention	Dispute Resolution: RCR 60; A licensee must (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.				
Fernie	Rocky Mountain Care Village 55 Cokato Road Fernie BC V0B 1M0	Long Term Care	62	Jan 3, 2018	Records and Reporting Care and Supervision Policies and Procedures
Contravention	<p>Records and Reporting – RCR 76(1) (two counts) - 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>Care and Supervision – RCR 82 (two counts) - 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>Policies and Procedures – RCR 85(1)(d) (four counts) - A licensee must do all of the following: ensure that policies are implemented by employees.</p> <p>Care and Supervision – RCR 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.</p>				
Summerland	Summerland Seniors Village 12305 Atkinson Rd Summerland BC V0H 1Z4	Long Term Care	112	Dec 31, 2017	Policies & Procedures Staffing
Contravention	Staffing: RCR Section 42(1)(b) (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 (b) assist persons in care with the 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.				

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	Policies & Procedures: RCR Section 85(1)(d) (1) A licensee must do all of the following: (d) ensure that policies are implemented by employees.				
Summerland	Summerland Seniors Village 12305 Atkinson Rd Summerland BC V0H 1Z4	Long Term Care	112	Dec 27, 2017	Policies & Procedures Staffing
Contravention	<p>Staffing: RCR Section 42(1)(b) (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 (b) assist persons in care with the 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>Policies & Procedures: RCR Section 85(1)(d) (1) A licensee must do all of the following: (d) ensure that policies are implemented by employees.</p>				
Kelowna	Good Samaritan Canada, Mountainview Village 3070 Burtch Rd Kelowna BC V1W 5G2	Long Term Care	90	Dec 20, 2017	Care & Supervision
Contravention	Care and Supervision - RCR 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.				
Kelowna	Orchard Manor at Hawthorn Park 3221 Casorso Rd Kelowna BC V1Y 3J5	Long Term Care	46	Nov 30, 2017	General health and hygiene Equipment and furnishings Policies and procedures

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Contravention	<p>Hygiene – RCR 54(1) - A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene.</p> <p>Policies – RCR 85(1)(d) - A licensee must do all of the following: ensure that policies are implemented by employees.</p> <p>Physical – RCR 21 - A licensee must ensure that all furniture and equipment for use by persons in care (a) meet the needs of the persons in care, (b) are compatible with the health, safety and dignity of the persons in care, (c) are maintained in a good state of repair, and (d) are maintained in a safe and clean condition.</p>				
Fernie	Rocky Mountain Care Village 55 Cokato Road Fernie BC V0B 1M0	Long Term Care	62	Oct 21, 2017	Records and Reporting
Contravention	<p>Records and Reporting: RCR 77(2)(b) Subject to subsection (3), if a person in care is involved in a reportable incident, the licensee must immediately notify (b) the medical practitioner or nurse practitioner responsible for the care of the person in care.</p>				
Penticton	The Hamlets at Penticton Osprey Care (Penticton) Inc. 8382 - 156th Street Surrey BC V3S 3R7	Acquired Injury Community Living Long Term Care	3 5 90	Oct 19, 2017	Reportable incidents
Contravention	<p>Records and Reporting – RCR 77(2)(c) - 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.</p>				
Kelowna	Orchard Manor at Hawthorn Park 3221 Casorso Rd Kelowna BC V1Y 3J5	Long Term Care	46	Oct 16, 2017	Care plan needed if more than 30 day stay Continuing accommodation
Contravention	<p>Care – RCR 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.</p> <p>Care – RCR 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</p>				

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	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.				
Merritt	The Florentine 105-1121 McFarlane Way Merritt, BC V1K 1B9	Long Term Care	20	Oct 2, 2017	Records for each person in care
Contravention	Records RCR 78 (1) A licensee must keep, for each person in care, a record showing the following information (c) name and telephone number of the person in care's parent or representative, contact person and primary health care provider.				
Fernie	Rocky Mountain Care Village 55 Cokato Road Fernie BC V0B 1M0	Long Term Care	62	Aug 30, 2017	Care and Supervision Hygiene and Communicable Disease Control Policies & Procedures Records and Reporting
Contravention	<p>Care and Supervision: RCR Section 54 (2) A licensee must (a) assist persons in care to receive health services as required.</p> <p>Records and Reporting: RCR 78 (2)(a) & (b) A licensee must keep for each person in care, a medication administration records showing (a) all medication administered to the person in care and (b) the date, amount and time at which the medication was administered.</p> <p>Policies and Procedures: RCR 60(c) A licensee must (c) ensure that all complaints, concerns and disputes are responded to promptly.</p> <p>Care and Supervision: RCR 81(4)(a) A licensee must ensure that (a) the implementation of each care plan is monitored on a regular basis to ensure proper implementation.</p>				

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Penticton	Haven Hill Retirement Centre 415 Haven Hill Road Penticton BC V2A 4E9	Long Term Care	152	Aug 23, 2017	Notification of illness or injury
Contravention	Records and Reporting -RCR 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.				
Kamloops	Ponderosa Lodge 519B Columbia Street Kamloops BC V2C 2T4	Long Term Care	124	Aug 15, 2017	Implementation of care plans
Contravention	Care and Supervision - RCR 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.				
Kamloops	Ponderosa Lodge 519B Columbia Street Kamloops BC V2C 2T4	Long Term Care	124	Aug 11, 2017	Implementation of care plans Reportable incidents
Contravention	Records and Reporting - RCR 77(2)(a)(b) - 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. Care and Supervision - RCR 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.				
Fernie	Rocky Mountain Care Village 55 Cokato Road Fernie BC V0B 1M0	Long Term Care	62	Jul 31, 2017	Continuing accommodation Policies and procedures Self monitoring Reportable incidents Care plan needed if more than 30 day stay

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<p>Contravention</p>	<p>Care and Supervision – RCR 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.</p> <p>Licensing – RCR 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> <p>Records and Reporting – RCR 77(2)(c) - 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</p> <p>Care and Supervision – RCR 81(4)(b) - A licensee must ensure that 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</p> <p>Policies and Procedures – RCR 85(1)(d) - A licensee must do all of the following: ensure that policies are implemented by employees</p>				
<p>Kelowna</p>	<p>Orchard Manor at Hawthorn Park 3221 Casorso Rd Kelowna, BC V1Y 3J5</p>	<p>Long Term Care</p>	<p>46</p>	<p>Jul 14, 2017</p>	<p>Access to PICs Telephones Advice on Admission Confidentiality</p>
<p>Contravention</p>	<p>Physical – RCR 18 - A licensee must provide at least one conveniently located telephone, for use only by persons in care, that (a) has a private line, (b) has adaptations, as necessary, to meet the needs of persons in care, and (c) is accessible to persons in care at all times.</p> <p>Policies and Procedures – RCR 48(1)(c) - Before admitting a person to a community care facility, a licensee must advise the person, or the person's parent or representative,(c) how the person, or the person's parent or representative, may express concerns or make complaints to (i) a medical health officer, or (ii) if that Act applies, an applicable review board under the Patient Care Quality Review Board Act.</p> <p>Care – RCR 57(2) - A licensee must, to the greatest extent possible while maintaining the health, safety and dignity of all persons in care, ensure that a person in care may (a) receive visitors of the person in care's choice at any time, and (b) communicate with visitors in private.</p> <p>Records – RCR 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.</p>				

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Penticton	Good Samaritan Canada Village by the Station 270 Hastings Avenue Penticton BC V2A 2V6	Long Term Care	100	Jun 29, 2017	Staff coverage Admission Screening Care plan needed if more than 30 day stay
Contravention	<p>Staffing – RCR 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.</p> <p>Care and Supervision – RCR 47(2) A licensee must consider, as part of the screening process under subsection (1), all of the following:(c) the needs of the person, including any needs that should be identified specifically in a care plan.</p> <p>Care and Supervision – RCR 81(4) A licensee must ensure that: (a) the implementation of each care plan is monitored on a regular basis to ensure proper implementation (e) in the case of a person in care who receives a type of care described as Long Term Care or who may be prone to falling, a fall prevention plan, which must address(i) an assessment of the nature of the risk of falling presented by the person in care, (ii) a plan for preventing the person in care from falling, and (iii) a plan for following up on any falls suffered by a person in care.</p>				
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	Jun 19, 2017	Notification of illness or injury Reportable incidents
Contravention	<p>Records & Reporting - RCR 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, and, RCR Section 77(2)(a) 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.</p>				
Kelowna	Spring Valley Care Centre 1656 W 75 Ave Vancouver BC V6P 6G2	Long Term Care	151	Jun 19, 2017	Physical requirements of Bathrooms Records respecting money and valuables of persons in care

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					Continuing accommodation
Contravention	<p>Care and Supervision – RCR 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.</p> <p>Records and Reporting – RCR 79(1) - A licensee must keep a record in respect of each person in care showing the following information:(a) all money, valuables and other things held by the licensee in trust or safekeeping for persons in care.</p> <p>Physical – RCR 30 - A licensee must ensure that all bathrooms have (d) any other equipment that is necessary to protect the health, safety and dignity of the persons in care.</p>				
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 - RCR 85 (1) (d) A licensee must do all of the following: (d) ensure that policies are implemented by employees.				
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.				
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.</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.</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.</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.</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.</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.</p> <p>Policies – RCR 85 (1)(d) - A licensee must do all of the following: ensure that policies are implemented by employees.</p>				

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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.				
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 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. 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.				

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	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 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> <p>4) [administration of medication]</p>				
West Kelowna	Lakeview Lodge 2337 Butt Rd West Kelowna BC V4T 3L3	Long Term Care	114	Aug 18, 2016	Staffing

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>Contravention</p>	<p>Residential Care Regulation 42</p> <ol 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 <ol 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, 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>Residential Care Regulation 60</p> <p>A licensee must</p> <ol 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. 				
<p>Kelowna</p>	<p>Lakeview Lodge 2337 Butt Road West Kelowna BC V4T 3L3</p>	<p>Long Term Care</p>	<p>114</p>	<p>Aug 18, 2016</p>	<p>Staffing Policies and Procedures</p>
<p>Contravention</p>	<p>Residential Care Regulation 42</p> <ol 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 <ol 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, 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>Residential Care Regulation 60</p> <p>A licensee must</p> <ol 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 				

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	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 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	Care plan needed if more than 30 day stay 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				
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

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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 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. 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.				

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 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 iv. the parent or representative of a person in care on request; d) ensure that policies are implemented by employees.				
Summerland	Prairie Valley Lodge 10312 Prairie Valley Rd Summerland BC V0H 1Z0	Long Term Care	9	Apr 8, 2016	Physical
Contravention	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.				

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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.</p> <p>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>				
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 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>Residential Care Regulation 63 1) A licensee must ensure that meals are provided c) By ongoing room try service, if 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> <p>Residential Care Regulation 68 4) A licensee must ensure that all employees comply with the policies and procedures of the medication safety and advisory committee.</p>				

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	<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 1) A licensee must do all of the following: d) ensure that all policies are implemented by employees</p> <p>Residential Care Regulation 88 A licensee must keep a record of all of the following: a) minor accidents, illnesses and medication errors involving persons in car that do not require medical attention and are not reportable incidents.</p> <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 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</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

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<p>Contravention</p>	<p>Residential Care Regulation 81</p> <p>2) A care plan must be developed, to the extent reasonably practical,</p> <p>a) 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>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>Residential Care Regulation 21</p> <p>A licensee must ensure that all furniture and equipment for use by persons in care</p> <ul style="list-style-type: none"> • are compatible with the health, safety and dignity of the persons in care <p>Residential Care Regulation 30</p> <p>A licensee must ensure that all bathrooms have</p> <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>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>				
<p>Invermere</p>	<p>Columbia Garden Care Village 800 10th Ave Invermere BC V0A 1K0</p>	<p>Long Term Care</p>	<p>34</p>	<p>Feb 14, 2016</p>	<p>Care & Supervision Licensing Physical Facility, Equipment & Furnishings Policies & Procedures Records & Reporting Staffing</p>
<p>Contravention</p>	<p>Residential Care Regulation 22</p> <p>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</p> <p>1) A licensee must ensure that the performance of each employee is reviewed both regularly and as directed by</p>				

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the medical health officer under subsection (2) to ensure that the employee

- a) continues to meet the requirements for this regulation, and
- b) demonstrates the competence required for the duties to which the employee is assigned

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

Residential Care Regulation 77

- 2) Subject to subsections (3), if a person in care is involved in a reportable incident, the licensee must immediately notify
 - 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.

Residential Care Regulation 81

- 3) A care plan must include all of the following:
 - a) A plan to address
 - 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
 - i. to prevent the person from leaving
 - ii. if the person in care leaves without notification, to locate the person in care

Residential Care Regulation 85

- 1) A license must do all of the following:
 - 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
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Interior Health

Health Protection

Contravention

Residential Care Regulation 53 (four 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 54 (three counts)

- 1) A licensee must establish a program to instruct, if necessary, and assist persons in care in maintaining health and hygiene.

Residential Care Regulation 60

A licensee must

- 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.

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

Residential Care Regulation 81

- 3) A care plan must include all of the following
 - c) a nutrition plan that
 - i. assesses a person in care's nutrition status

Residential Care Regulation 82 (two counts)

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 (two counts)

- 1) A licensee must do all of the following
 - d) ensure that policies are implemented by employees.

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