

**Assisted Living Registry  
Substantiated Complaint Information**

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**Name of Residence: The Hamlets at Penticton**

**Address: 103 Duncan Avenue West, Penticton BC**

**Legal entity of Residence: Osprey Care Penticton Inc.**

**Provider of Prescribed Services: By the operator**

**Date of complaint investigation: May 7, 2019**

**1<sup>st</sup> Web Posting Update: July 12, 2019**

**2<sup>nd</sup> Web Posting Update: September 20, 2019**

All findings are assigned a determination based on the following definitions:

- **In compliance:** meets the requirements of the Assisted Living Registrar’s provincial health and safety standards and policies
- **Not in compliance:** no evidence of meeting the standards and policies

Findings		At complaint May 7, 2019	At web posting July 12, 2019	At 2 <sup>nd</sup> web posting September 20, 2019
<b>Standard #1: Registrants must provide a safe, secure and sanitary environment for residents.</b>				
<i>1.7 Resident abuse, neglect and self-neglect</i>				
1.7.1	Registrants must protect residents from abuse and neglect by responding promptly and effectively to allegations of abuse or neglect.  <b>Actions taken since complaint:</b>  The registrant has demonstrated compliance by responding promptly and effectively to allegations of abuse or neglect by exiting a resident requiring a higher level of care.	Not in Compliance	In Compliance	In Compliance
1.7.2	Registrants must maintain a record of incidents that occur within the residence and report serious incidents to the Registrar in accordance with <i>Serious Incident Reporting</i> .  <b>Actions taken since complaint:</b>	Not in Compliance	In Compliance	In Compliance

	The registrant has completed Serious Incident Reporting.			
<b>Standard #4 – Registrants must ensure residents are safely accommodated in their assisted living residence, given its design and available hospitality and prescribed services.</b>				
<b>4.1 Entry</b>				
4.1.2	<p>Registrants must screen resident for suitability in relation to building design features, personal assistance services offered and ability to make decisions on their own behalf.</p> <p><b>Actions taken since complaint:</b></p> <p>The registrant has demonstrated that residents are screened for suitability in personal assistance services offered, and ability to make decisions on their own behalf.</p>	Not in Compliance	Not in Compliance	In Compliance
<b>4.2 Exit plans</b>				
4.2.1	<p>Where a resident’s needs exceed the service delivery capacity of the residence or the resident becomes unable to make decisions on their own behalf, a registrant must develop an exit plan in consultation with: the resident; their physician; family and support network; and health authority case manager, if appropriate.</p> <p><b>Actions taken since complaint:</b></p> <p>The registrant demonstrated that when a resident is unable to make decisions on their own behalf, an exit plan was developed in consultation with: the resident; their physician; family and support network; and health authority case manager, if appropriate. The registrant exited a resident when their care exceeded the Assisted Living Services offered.</p>	Not in Compliance	In Compliance	In Compliance
4.2.2	<p>Registrants must ensure that exit plans include strategies for providing increased services to minimize risk and meet the higher care needs of resident awaiting a move out of the residence.</p> <p><b>Actions taken since complaint:</b></p> <p>The registrant demonstrated that the exit plan attempted to included strategies for providing</p>	Not in Compliance	In Compliance	In Compliance

	increased services to minimize risk and meet the higher care needs of resident awaiting a move out of the residence.			
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