

	Residence Name	Date Complaint Received	Nature of Concern	Health and Safety Standard	Actions Taken by the Operator
1	Terraces on 7th	2007/01/25	Residents' care being compromised as a result of a communicable disease outbreak	<ul style="list-style-type: none"> • Infectious outbreak • Staffing 	<ul style="list-style-type: none"> • Recommended improvements to Corporate Infection Control manual made based on the lessons learned during the outbreak • Developed Roster of available staff for use in an emergency. • Recommended emergency supplies to be kept on-site.
2	Kamloops Seniors Village	2009/06/03	Common spaces (dining room, halls) were too cold.	<ul style="list-style-type: none"> • Environment 	<ul style="list-style-type: none"> • Adjusted temperature controls to new geothermal heating system.
3	Kamloops Seniors Village	2009/09/10	Resident left on floor for 5 minutes until a second person came to assist with lifting. Emergency Response System was unreliable after switching to a new system.	<ul style="list-style-type: none"> • Management • 24 hour emergency response 	<ul style="list-style-type: none"> • Requested corporate offices to develop a "no lift" policy. • Reviewed new ERS system with each resident who needed instruction.
4	Casa Loma Seniors Village	2010/01/11	Inappropriate response by night responder to an emergency.	<ul style="list-style-type: none"> • 24 hour emergency response • Staff qualifications and training, • Accidents, deaths and medical emergencies 	<ul style="list-style-type: none"> • Developed written training procedure for responding to emergencies to be included in staff orientation • Educated staff about response procedure.
5	Casa Loma Seniors Village	2010/01/11	Inconsistency of scheduled personal assistance services following the transition of care from the health authority to the residence staff.	<ul style="list-style-type: none"> • Staff qualifications and training • Management 	<ul style="list-style-type: none"> • Implemented performance and policy expectations pertaining to service provision. • Spent time with resident to address concerns and to check to see that services were being provided in a positive way.
6	Casa Loma Seniors Village	2010/01/25	Resident did not receive services as per the PSP after returning from hospital. Concern regarding poor supervision and lack of communication.	<ul style="list-style-type: none"> • Personal service plans • Staffing 	<ul style="list-style-type: none"> • Educated staff about documentation procedures and daily checking of residents. • Reviewed "daily task sheets" to ensure procedures being followed. • Implemented a meal check policy AM and PM for all residents returning from hospital.
7	Williams Lake Seniors Village	2010/01/29	Concern that marketing staff did not have a good understanding of the Entry and Exit criteria for assisted living.	<ul style="list-style-type: none"> • Entry and exit plans 	<ul style="list-style-type: none"> • Revised orientation materials for marketing staff to include "Entry and Exit criteria". • Educated existing marketing staff on "Entry and Exit criteria".
8	Nanaimo Seniors Village	2010/02/12	Concern regarding medication assistance	<ul style="list-style-type: none"> • Medication administration 	<ul style="list-style-type: none"> • Put up notices in the residence to remind residents to be in their unit at their medication times. • Revised corporate policy to reflect site specific procedure requiring staff be present when medications are taken.

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9	Summerland Seniors Village	2010/12/17	Failure to respond when a resident used their emergency response system.	<ul style="list-style-type: none"> • 24 hour emergency response system 	<ul style="list-style-type: none"> • Revised and implemented a new procedure. • Educated staff regarding the new procedure. • Site manager visited resident to apologize for error and to explain changes to the emergency response procedure.
10	Summerland Seniors Village	2011/09/29	Concern about care received during transition from hospital to residence.	<ul style="list-style-type: none"> • Entry and exit plans 	<ul style="list-style-type: none"> • Referred resident to IHA Patient Care Quality Office regarding inappropriate placement in residence. • Entry assessment procedure revised.