

	<u>Residence Name</u>	<u>Date Complaint Received</u>	<u>Nature of Concern</u>	<u>Health and Safety Standard</u>	<u>Actions Taken by the Operator</u>
1	Heron Grove	2009/04/22	Residents being provided poor care and treatment by staff	<ul style="list-style-type: none"> Health and Safety <ul style="list-style-type: none"> Staff Qualifications 	<ul style="list-style-type: none"> An internal investigation into the complaints was done Investigation confirmed existing performance issues with a particular staff member who was subsequently terminated
2	Mountainview Village	2009/06/01	Food too salty; restricted independence in medication administration.	<ul style="list-style-type: none"> Health and Safety <ul style="list-style-type: none"> Meals – nutrition Medication Administration 	<ul style="list-style-type: none"> Once made aware of the issues, the residence took immediate action and introduced a salt-free option (salad), and began offering sauce(s) on the side. The residence management organized a group case review with the family (resident in hospital) and then a smaller meeting with the resident to explain why they must follow doctor's orders regarding medication administration; the doctor was called during the meeting to confirm this.
3	Pioneer Lodge	2010/03/02	Concerns about staffing and the number of services being offered	<ul style="list-style-type: none"> Health and Safety <ul style="list-style-type: none"> Staffing Housekeeping Entry and Exit 	<ul style="list-style-type: none"> Scheduling changes were made and a maintenance person and housekeeper were hired Communication was posted for residents about the Entry/Exit procedure, and an updated fire plan was provided