



CCL Facility Complaints

<u>Facility</u>	<u>Description</u>
Turning Point Vancouver	Neglect

Complaints - Substantiated

Population: Supportive Recovery

Health Authority: FHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Complaint Number	Date Received	Residence	Health and Safety Issues	Comments
	12-Feb-15	s.21	M_2.1 Building M_4.2 Staff M_5.1 Entry M_7.2 Resident Abuse and Neglect	
	16-Feb-15	s.21	M_PURR Possible Unregistered AL	
	22-Jul-15	s.15	M_5.1 Entry M_5.2 Exit M_8.2 Medication Services	
	05-Aug-15	s.21	M_PURR Possible Unregistered AL	
	25-Aug-15		M_PURR Possible Unregistered AL	
	24-Sep-15		M_PURR Possible Unregistered AL	
	07-Dec-15		M_PURR Possible Unregistered AL	
	04-May-16	Our House	M_2.1 Building M_2.3 Fire Safety, Infection Control & Emerg M_5.1 Entry M_5.2 Exit M_6.1 Personal Service Plan M_8.1 Psychosocial Supports	
	20-Jun-16	s.15	M_1.1 Access to Information M_1.2 Informed Consent M_5.1 Entry M_8.2 Medication Services M_9.1 Internal Complaint Process	

Complaints - Substantiated

Population: Supportive Recovery

Health Authority: FHA

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Period: January 1, 2015 - November 17, 2016



Assisted
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Complaint Number	Date Received	Residence	Health and Safety Issues	Comments
			M_9.2 External Complaint Process	
Total Substantiated Complaints:			9	

Complaints - Substantiated

Population: Supportive Recovery

Health Authority: IHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Complaint Number	Date Received	Residence	Health and Safety Issues	Comments
	21-Jul-15	s.15	M_2.4 Serious Incidents	
	20-Aug-15	s.15	M_PURR Possible Unregistered AL	
	07-Oct-15	s.15	M_2.2 Resident Privacy M_5.2 Exit M_9.1 Internal Complaint Process M_9.2 External Complaint Process	
Total Substantiated Complaints:			3	

Complaints - Substantiated

Population: Supportive Recovery

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Assisted
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Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

Population: Supportive Recovery

Health Authority: FHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Assisted Living Registry

Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2015-M0	21-Jan-15	s.21	<input type="checkbox"/>	M_4.1 Management M_7.1 Mitigation of Risk M_7.2 Resident Abuse and Neglect
C2015-M0	04-Feb-15	s.21	<input type="checkbox"/>	M_4.1 Management M_5.1 Entry M_7.1 Mitigation of Risk M_7.2 Resident Abuse and Neglect
C2015-M0	16-Feb-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2015-M0	24-Feb-15	s.21	<input type="checkbox"/>	M_2.3 Fire Safety, Infection Control & Emerg M_5.2 Exit
C2015-M1	03-Jun-15	s.21	<input type="checkbox"/>	M_2.4 Serious Incidents M_5.1 Entry M_5.2 Exit M_7.1 Mitigation of Risk M_8.1 Psychosocial Supports
C2015-M1	17-Jun-15	s.21	<input type="checkbox"/>	M_2.1 Building M_2.2 Resident Privacy M_2.3 Fire Safety, Infection Control & Emerg M_3.1 Food Safety M_4.2 Staff M_8.1 Psychosocial Supports M_9.1 Internal Complaint Process

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

Population: Supportive Recovery

Health Authority: FHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Assisted Living Registry

FHA H&S Issue Count: 134

Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2015-M1	17-Jun-15	s.21	<input type="checkbox"/>	M_9.2 External Complaint Process
C2015-M1	24-Jun-15		<input type="checkbox"/>	M_2.1 Building
C2015-M1	30-Jun-15		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2015-M1	21-Jul-15		<input type="checkbox"/>	M_1.1 Access to Information M_2.1 Building M_2.2 Resident Privacy M_4.1 Management M_4.2 Staff M_5.1 Entry M_5.2 Exit
C2015-M1	24-Jul-15	s.21	<input type="checkbox"/>	M_4.1 Management M_8.2 Medication Services
C2015-M2	14-Aug-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2015-M2	23-Sep-15	s.21	<input type="checkbox"/>	M_2.3 Fire Safety, Infection Control & Emerg
C2015-M2	01-Oct-15	s.21	<input type="checkbox"/>	M_4.1 Management
C2016-M0	05-Jan-16	s.21	<input type="checkbox"/>	M_2.1 Building M_9.1 Internal Complaint Process

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

Population: Supportive Recovery

Health Authority: FHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Assisted Living Registry

FHA H&S Issue Count: 134

Complaint Number	Date Received	Residence	Sub	Health and Safety Issues	
C2016-M0	07-Jan-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M0	07-Jan-16		<input type="checkbox"/>	M_2.1 Building M_2.3 Fire Safety, Infection Control & Emerg M_2.4 Serious Incidents M_3.1 Food Safety M_3.3 Laundry M_6.1 Personal Service Plan M_8.2 Medication Services M_9.1 Internal Complaint Process	
C2016-M0	29-Jan-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M0	09-Feb-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M0	01-Mar-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M0	29-Jan-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M1	09-Feb-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M1	01-Mar-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M1	26-Feb-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M1	26-Feb-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M1	26-Feb-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M1	09-Mar-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL	
C2016-M1	30-Mar-16		<input type="checkbox"/>	M_2.2 Resident Privacy M_4.1 Management M_4.2 Staff M_5.2 Exit M_8.1 Psychosocial Supports	
C2016-M1	07-Apr-16		s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M2	25-Apr-16			<input type="checkbox"/>	M_1.1 Access to Information M_3.1 Food Safety

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

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Assisted Living Registry

FHA H&S Issue Count: 134

Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2016-M2	25-Apr-16	s.21	<input type="checkbox"/>	M_3.2 Housekeeping
C2016-M2	29-Apr-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M2	13-May-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M2	16-May-16		<input type="checkbox"/>	M_5.2 Exit
C2016-M2	18-May-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M2	18-May-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M2	18-May-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M2	18-May-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M2	18-May-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M3	18-May-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M3	18-May-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M3	31-May-16		<input type="checkbox"/>	M_5.1 Entry
				M_7.2 Resident Abuse and Neglect
C2016-M3	02-Jun-16		<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M3	21-Jun-16	s.21	<input type="checkbox"/>	M_2.1 Building

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

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Health Authority: FHA

Funding: Publicly Subsidized and Private-pay

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Assisted Living Registry

FHA H&S Issue Count: 134

Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2016-M3	21-Jun-16	s.21	<input type="checkbox"/>	M_3.1 Food Safety M_3.2 Housekeeping M_3.4 Social and Recreational Opportunities M_4.2 Staff M_5.1 Entry M_5.2 Exit M_8.1 Psychosocial Supports M_9.1 Internal Complaint Process M_9.2 External Complaint Process
C2016-M3	07-Jul-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M3	14-Jul-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M3	26-Jul-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M3	29-Jul-16	s.21	<input type="checkbox"/>	M_3.1 Food Safety M_5.1 Entry
C2016-M4	03-Aug-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M4	21-Sep-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M4	04-Oct-16	s.21	<input type="checkbox"/>	M_5.1 Entry M_5.2 Exit M_7.1 Mitigation of Risk
C2016-M4	06-Oct-16	s.21	<input type="checkbox"/>	M_5.2 Exit
C2016-M4	18-Oct-16	s.21	<input type="checkbox"/>	S_PURR Possible unregistered AL
C2016-M4	03-Nov-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M4	16-Nov-16	s.21	<input type="checkbox"/>	M_4.2 Staff M_8.1 Psychosocial Supports

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

Population: Supportive Recovery

Health Authority: IHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Assisted Living Registry

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Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2015-M1	02-Jul-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2015-M2	11-Aug-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2015-M2	02-Sep-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M0	09-Sep-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2016-M1	04-Mar-16		<input type="checkbox"/>	M_2.1 Building M_4.2 Staff M_5.2 Exit

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

Population: Supportive Recovery

Health Authority: NHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



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Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2015-M0	30-Jan-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

Population: Supportive Recovery

Health Authority: VCHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Assisted
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Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2016-M4	14-Sep-16	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

Population: Supportive Recovery

Health Authority: VIHA

Funding: Publicly Subsidized and Private-pay

Period: January 1, 2015 - November 17, 2016



Assisted Living Registry

Complaint Number	Date Received	Residence	Sub	Health and Safety Issues
C2015-M0	15-May-15	s.21	<input type="checkbox"/>	M_PURR Possible Unregistered AL
C2015-M2	19-Nov-15		<input type="checkbox"/>	M_2.2 Resident Privacy M_4.1 Management M_4.2 Staff M_5.1 Entry M_5.2 Exit M_7.2 Resident Abuse and Neglect M_9.1 Internal Complaint Process M_9.2 External Complaint Process

Complaints by Date and Health and Safety Issue By HA - Unsubstantiated

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Period: January 1, 2015 - November 17, 2016



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