

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
02/Apr/2024	Silverstone Care Centre	Care & Supervision	RCR Sec. 54 - General health and hygiene	Sechelt	Long Term Care	Silverstone Care Centre Ltd.	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan, Follow up inspection required
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Medication	RCR Sec. 70 - Administration of medication					
		Neglect Abuse	RCR Sec. 52 - Harmful actions not permitted					
		Policies & Procedures	RCR Sec. 74 When restraints may be used					
		Staffing	ACT Sec. 7 - Standards to be maintained					
		Staffing	RCR Sec. 37 - Character and skill requirements					
		Staffing	RCR Sec. 42 - Staffing coverage					
30/Mar/2024	George Pearson Centre	Medication	RCR Sec. 70 - Administration of medication	Vancouver	Extended Care	Vancouver Coastal Health**	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Staffing	RCR Sec. 42 - Staffing coverage					
30/Mar/2024	Dogwood Transitional Care Unit	Program	RCR Sec. 55 - Program of activities	Vancouver	Long Term Care	Vancouver Coastal Health**	Corrective action plan submitted to Licensing	Review and monitor corrective action plan, Follow up inspection required
		Staffing	RCR Sec. 45 - Employee responsible for activities					
20/Mar/2024	Dogwood Transitional Care Unit	Program	RCR Sec. 55 - Program of activities	Vancouver	Long Term Care	Vancouver Coastal Health**	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
20/Mar/2024	Victory House	Care & Supervision	RCR Sec. 53 - Privacy	Vancouver	Mental Health	The Bloom Group Community Services Society	A health and safety plan is required to be submitted	Progressive compliance actions, Review and approve health and safety plan
		Emotional/Verbal Abuse	RCR Sec. 52 - Harmful actions not permitted					
		Staffing	RCR Sec. 37 - Character and skill requirements					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
19/Mar/2024	Holy Family Hospital	Care & Supervision	RCR Sec. 57 - Access to persons in care	Vancouver	Extended Care	Providence Health Care	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Policies & Procedures	RCR Sec. 60 - Dispute resolution					
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
		Records and Reporting	RCR Sec. 77 - Reportable incident					
01/Mar/2024	Dogwood Care Home	Policies & Procedures	RCR Sec. 60 - Dispute resolution	Vancouver	Long Term Care	Vancouver Coastal Health**	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
09/Feb/2024	Windermere Care Centre	Physical Facility Equipment & Furnishings	RCR Sec. 22 - Maintenance	Vancouver	Long Term Care	Vancouver Coastal Health**	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
18/Jan/2024	Pacifica Treatment	Physical,	RCR Sec. 16 - Temperature and	Vancouver	Substance Use	Pacifica Treatment	Licensee has addressed some	Review and monitor corrective
05/Jan/2024	Fair Haven Homes Vancouver Lodge	Staffing	RCR Sec. 37 - Character and skill requirements	Vancouver	Long Term Care	Fair Haven Homes Society	Corrective action plan submitted to Licensing, No further action required	Review and monitor corrective action plan
27/Dec/2023	Lynn Valley Care Centre	Physical, Equipment and Furnishing	ACT Sec. 7 - Standards to be maintained	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Records and Reporting	RCR Sec. 77 - Reportable incident					
22/Dec/2023	Creekstone Care Centre	Policies & Procedures	RCR Sec. 85 - Policies and procedures	North Vancouver	Long Term Care	Creekstone Care Centre Ltd.	No further action required all contraventions have been addressed	No further action required all contraventions have been addressed
19/Dec/2023	S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home	Care &	RCR Sec. 81 - Care plan needed if	Vancouver	Long Term Care	S.U.C.C.E.S.S. Multi-Level Care Society	Corrective action plan submitted to Licensing	Licensee referred to expert or external agency for training or support
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
11/Dec/2023	Holy Family Hospital	Staffing	RCR Sec. 37 - Character and skill requirements	Vancouver	Extended Care	Providence Health Care	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
22/Nov/2023	Pinegrove Place	Records and Reporting	RCR Sec. 77 - Reportable incident	Richmond	Long Term Care	Mennonite Intermediate Care Home Society	Corrective action plan submitted to Licensing	Follow up inspection required
16/Nov/2023	Pacifica Treatment Centre	Care & Supervision	RCR Sec. 54 - General health and hygiene	Vancouver	Substance Use	Pacifica Treatment Centre Society	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
15/Nov/2023	Amica Lions Gate	Medication	RCR Sec. 68 - Medication safety and advisory committee	West Vancouver	Long Term Care	Amica Senior Lifestyles Inc.		
		Records and Reporting	RCR Sec. 77 - Reportable incident					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
15/Nov/2023	Hamilton Village Care Centre	Care & Supervision	RCR Sec. 82 - Implementation of care plans	Richmond	Long Term Care	Buron Healthcare Ltd.	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
10/Nov/2023	Banfield Pavilion - Vancouver General Hospital	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Vancouver	Extended Care	Vancouver Coastal Health**	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Records and Reporting	RCR Sec. 92 - How long records must be kept					
02/Nov/2023	Creekstone Care Centre	Care & Supervision	RCR Sec. 53 - Privacy	North Vancouver	Long Term Care	Creekstone Care Centre Ltd.	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
31/Oct/2023	Hilltop House	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Squamish	Long Term Care	Vancouver Coastal Health	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Physical Facility Equipment & Furnishings	RCR Sec. 19 - Monitoring, signalling and communications					
31/Oct/2023	OPAL by Element	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Vancouver	Long Term Care	Care Pacific Holdings Ltd.	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Resources provided, Review and monitor corrective action plan
		Licensing	RCR Sec. 11 - Posting/advertising licence/inspection record					
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
		Records and Reporting	RCR Sec. 85 - Policies and procedures					
		Staffing	RCR Sec. 42 - Staffing coverage					
30/Sep/2023	Banfield Pavilion - Vancouver General Hospital	Care & Supervision	RCR Sec. 54 - General health and hygiene	Vancouver	Extended Care	Vancouver Coastal Health**	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Nutrition & Food Services	RCR Sec. 66 - Individual nutrition needs					

Date Substantiated	Facilty Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
13/Sep/2023	German Canadian Care Home	Physical, Equipment and Furnishing	RCR Sec. 62 - Menu planning	Vancouver	Long Term Care	German Canadian Benevolent Society of B.C.	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Staffing	RCR Sec. 42 - Staffing coverage					
03/Aug/2023	Lynn Valley Care Centre	Program	RCR Sec. 55 - Program of activities	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Records and Reporting	RCR Sec. 70 - Administration of medication					
28/Jul/2023	St. Jude's Anglican Home	Care & Supervision	ACT Sec. 7 - Standards to be maintained	Vancouver	Long Term Care	St. Jude's Anglican Home Society	Corrective action plan submitted to Licensing	Review and monitor corrective action plan, Follow up inspection required
		Neglect Abuse	RCR Sec. 52 - Harmful actions not permitted					
		Staffing	RCR Sec. 42 - Staffing coverage					
19/Jul/2023	Haro Park Centre	Records and Reporting	RCR Sec. 89 - Record of complaints and compliance	Vancouver	Long Term Care	Haro Park Centre Society	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Staffing	RCR Sec. 45 - Employee responsible for activities					
19/Jul/2023	Victory House	Physical Facility Equipment & Furnishings	RCR Sec. 22 - Maintenance	Vancouver	Mental Health	The Bloom Group Community Services Society		
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
18/Jul/2023	Minoru Residence	Care & Supervision	RCR Sec. 82 - Implementation of care plans	Richmond	Extended Care	Vancouver Coastal Health		
		Hygiene and communicable disease control	RCR Sec. 54 - General health and hygiene					
18/Jul/2023	St. Jude's Anglican Home	Physical, Equipment and	RCR Sec. 30 - Physical requirements of bathrooms	Vancouver	Long Term Care	St. Jude's Anglican Home Society	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Records and	RCR Sec. 76 - Notification of					
18/Jul/2023	Three Links Care Centre	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Long Term Care	Three Links Care Society	No further action required all contraventions have been addressed	No further action required all contraventions have been addressed
		Records and Reporting	RCR Sec. 77 - Reportable incident					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
18/Jul/2023	Windermere Care Centre	Licensing	ACT Sec. 7 - Standards to be maintained	Vancouver	Long Term Care	Vancouver Coastal Health**	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Records and Reporting	RCR Sec. 77 - Reportable incident					
18/Jul/2023	Victory House	Physical Facility Equipment &	RCR Sec. 22 - Maintenance	Vancouver	Mental Health	The Bloom Group Community Services Society	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan, Follow up inspection required
		Records and Reporting	RCR Sec. 77 - Reportable incident					
		Staffing	RCR Sec. 44 - Food services employees					
27/Jun/2023	Eagle House	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay		Child and Youth Residential	Hollyburn Family Services Ltd	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan, Notify other agencies (i.e., RCMP, MCFD, PGT, funding agency), Follow up inspection required
		Hygiene and communicable disease control	RCR Sec. 54 - General health and hygiene					
		Physical, Equipment and Furnishing	RCR Sec. 21 - Equipment and furnishings					
		Physical, Equipment and	RCR Sec. 22 - Maintenance					
		Policies & Procedures	RCR Sec. 48 - Advise on admission					
		Records and Reporting	RCR Sec. 78 - Records for each person in care					
27/Jun/2023	Evergreen House	Staffing	RCR Sec. 45 - Employee responsible for activities	North Vancouver	Extended Care	Vancouver Coastal Health Authority	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
1/Jun/2023	Broadway Pentecostal Lodge	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Vancouver	Long Term Care	Broadway Pentecostal Care Association	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Records and Reporting	RCR Sec. 76 - Notification of illness or injury					
		Staffing	RCR Sec. 40 - Continuing monitoring of employees					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
10/May/2023	Baptist Housing (Baptist Housing Oak Bay Care Society)	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	West Vancouver	Long Term Care	Baptist Housing (Baptist Housing Oak Bay Care Society)	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Policies & Procedures	RCR Sec. 60 - Dispute resolution					
03/May/2023	Hamilton High Street Residence Inc.	Care & Supervision	RCR Sec. 54 - General health and hygiene	Richmond	Long Term Care	Hamilton High Street Residence Inc.	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan, Follow up inspection required
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Records and Reporting	RCR Sec. 77 - Reportable incident					
03/May/2023	North Shore Private Hospital Ltd.	Staffing	RCR Sec. 37 - Character and skill requirements	North Vancouver	Private Hospital	North Shore Private Hospital Ltd.	No further action required all contraventions have been addressed	No further action required all contraventions have been addressed
03/May/2023	Royal Arch Masonic Homes Society	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Vancouver	Long Term Care	Royal Arch Masonic Homes Society	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Neglect Abuse	RCR Sec. 52 - Harmful actions not permitted					
		Records and Reporting	RCR Sec. 76 - Notification of illness or injury					
01/May/2023	Pacifica Treatment Centre Society	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Substance Use	Pacifica Treatment Centre Society	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
22/Mar/2023	Totem Lodge	Care & Supervision	RCR Sec. 52 - Harmful actions not permitted		Extended Care	Vancouver Coastal Health	No further action required all contraventions have been addressed	No further action required all contraventions have been addressed
		Staffing	RCR Sec. 42 - Staffing coverage					
10/Mar/2023	Lynn Valley Care Centre	Policies & Procedures	RCR Sec. 48 - Advise on admission	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Staffing	RCR Sec. 37 - Character and skill requirements					
		Licensing	ACT Sec. 7 - Standards to be maintained					
21/Feb/2023	Evergreen House	Staffing	RCR Sec. 40 - Continuing monitoring of employees	North Vancouver	Extended Care	Vancouver Coastal Health Authority	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Staffing	ACT Sec. 7 - Standards to be maintained					
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
9/Feb/2023	Creekstone Care Centre	Licensing	ACT Sec. 7 - Standards to be maintained	North Vancouver	Long Term Care	Creekstone Care Centre Limited Partnership	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Records and Reporting	RCR Sec. 76 - Notification of illness or injury					
9/Feb/2023	Evergreen House	Neglect Abuse	RCR Sec. 52 - Harmful actions not permitted	North Vancouver	Extended Care	Vancouver Coastal Health Authority	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
07/Feb/2023	Railway House	Care & Supervision	RCR Sec. 83 - Nutrition plan	Richmond	Mental Health	Greater Vancouver Community Services Society	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Care & Supervision	RCR Sec. 54 - General health and hygiene					
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Program	RCR Sec. 65 - Participation by persons in care					
11/Jan/2023	Villa Cathay Care Home	Medication	RCR Sec. 70 - Administration of medication	Vancouver	Long Term Care	Villa Cathay Care Home Society	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Follow up inspection required
		Medication	RCR Sec. 68 - Medication safety and advisory committee					
		Medication	RCR Sec. 72 - Return of medication to pharmacy					
22/Dec/2022	Creekstone Care Centre	Policies & Procedures	RCR Sec. 85 - Policies and procedures	North Vancouver	Long Term Care	Creekstone Care Centre Limited Partnership	Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Review and monitor corrective action plan
		Care & Supervision	RCR Sec. 83 - Nutrition plan					
22/Dec/2022	Youville Residence	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Long Term Care	Providence Health Care	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
07/Dec/2022	Lynn Valley Care Centre	Physical, Equipment and Furnishing	RCR Sec. 21 - Equipment and furnishings	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
07/Dec/2022	St. Jude's Anglican Home	Care & Supervision	RCR Sec. 54 - General health and hygiene	Vancouver	Long Term Care	St. Jude's Anglican Home Society	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
07/Dec/2022	Willingdon Creek Village	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Powell River	Long Term Care	Vancouver Coastal Health	No further action required all contraventions have been addressed	No further action required all contraventions have been addressed
		Records and Reporting	RCR Sec. 88 - Record of minor and reportable incidents					
		Staffing	RCR Sec. 42 - Staffing coverage					
		Policies & Procedures	RCR Sec. 48 - Advise on admission					
							Corrective action plan submitted to Licensing	Review and monitor corrective action plan

Date Substantiated	Facilty Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
01/Dec/2022	Hamilton High Street Residence Inc.	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Richmond	Long Term Care	Hamilton High Street Residence Inc.	A health and safety plan is required to be submitted, Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Resources provided, Review and approve health and safety plan, Follow up inspection required
		Nutrition & Food Services	RCR Sec. 62 - Menu planning					
		Staffing	RCR Sec. 37 - Character and skill requirements					
		Staffing	RCR Sec. 41 - Management and supervisory staff					
		Staffing	RCR Sec. 42 - Staffing coverage					
18/Nov/2022	Berkley Care Centre	Physical, Equipment and	RCR Sec. 62 - Menu planning	North Vancouver	Long Term Care	Vancouver Coastal Health	Corrective action plan submitted to Licensing	Review and monitor corrective action plan
		Care & Supervision	RCR Sec. 50 - Continuing accommodation					
		Nutrition & Food Services	RCR Sec. 62 - Menu planning					
17/Oct/2022	University Hospital - Purdy Pavilion ECU	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Extended Care	Vancouver Coastal Health**		
14/Oct/2022	Hamilton High Street Residence	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Richmond	Long Term Care	Hamilton High Street Residence Inc.	A health and safety plan is required to be submitted, Licensee has addressed some contraventions, corrective action plan required to be submitted to Licensing	Resources provided, Review and monitor corrective action plan, Review and approve health and safety plan, Follow up inspection required
		Licensing	RCR Sec. 46 - Prohibited service					
		Medication	RCR Sec. 68 - Medication safety and advisory committee					
		Staffing	RCR Sec. 42 - Staffing coverage					
		Policies & Procedures	RCR Sec. 60 - Dispute resolution					Corrective action plan submitted to Licensing

Date Substantiated	Facilty Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
8/Sep/2022	Inglewood Private Hospital	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	West Vancouver	Private Hospital	Baptist Housing Oak Bay Care Society		
		Emotional/Verbal Abuse	RCR Sec. 52 - Harmful actions not permitted					
		Physical Facility Equipment & Furnishings	RCR Sec. 21 - Equipment and furnishings					
		Staffing	RCR Sec. 42 - Staffing coverage					
		Staffing	RCR Sec. 40 - Continuing monitoring of employees					
		Staffing	RCR Sec. 37 - Character and skill requirements					
		Physical Abuse	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Physical Abuse	RCR Sec. 52 - Harmful actions not permitted					
24/Aug/2022	Arbutus Care Centre	Medication	RCR Sec. 71 - Changes to directions for use of medication	Vancouver	Private Hospital	Revera Inc.		
		Records and Reporting	RCR Sec. 91 - Currency and availability of records					
16/Aug/2022	Sunrise of Lynn Valley	Care & Supervision	RCR Sec. 82 - Implementation of care plans	North Vancouver	Long Term Care	Ventas SS L Ontario II Inc		
06/Jul/2022	Leaside Place	Staffing	RCR Sec. 42 - Staffing coverage	Vancouver	Acquired Injury	Saltgrass Health Inc.		
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
23/Jun/2022	Holy Family Hospital	Staffing	RCR Sec. 42 - Staffing coverage	Vancouver	Extended Care	Providence Health Care		
		Care & Supervision	RCR Sec. 82 - Implementation of care plans					
23/Jun/2022	Inglewood Care Centre	Care & Supervision	RCR Sec. 82 - Implementation of care plans	West Vancouver	Long Term Care	Baptist Housing (Baptist Housing Oak Bay Care Society)		

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
21/Jun/2022	Amica West Vancouver	Physical, Equipment and Furnishing	RCR Sec. 21 - Equipment and furnishings	West Vancouver	Long Term Care	Amica Senior Lifestyles Inc.		
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
21/Jun/2022	Champlain House	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Mental Health	Coast Foundation Society (1974)		
		Staffing	RCR Sec. 40 - Continuing monitoring of employees					
21/Jun/2022	Richmond Lions Manor - Bridgeport	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Richmond	Long Term Care	Vancouver Coastal Health		
		Staffing	ACT Sec. 7 - Standards to be maintained					
21/Jun/2022	Royal Arch Masonic Home	Care & Supervision	ACT Sec. 7 - Standards to be maintained	Vancouver	Long Term Care	Royal Arch Masonic Homes Society		
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
28/Apr/2022	Christenson Village	Records and Reporting	RCR Sec. 76 - Notification of illness or injury	Gibsons	Long Term Care	The Good Samaritan Society		
18/Apr/2022	Minoru Residence	Records and Reporting	RCR Sec. 77 - Reportable incident	Richmond	Extended Care	Vancouver Coastal Health		
18/Apr/2022	Quinton Place Residence	Policies & Procedures	RCR Sec. 85 - Policies and procedures		Child and Youth Residential	North Shore Disability Resource Centre		
		Staffing	RCR Sec. 41 - Management and supervisory staff					
		Records and Reporting	RCR Sec. 71 - Changes to directions for use of medication					
08/Apr/2022	Lynn Valley Care Centre	Hygiene and communicable disease control	RCR Sec. 54 - General health and hygiene	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.		
		Hygiene and communicable disease control	RCR Sec. 39 - Continuing health of employees					
		Care & Supervision	RCR Sec. 52 - Harmful actions not permitted					
		Emotional/Verbal Abuse	RCR Sec. 52 - Harmful actions not permitted					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
08/Apr/2022	Lynn Valley Care Centre Private Hospital	Emotional/Verbal Abuse	RCR Sec. 52 - Harmful actions not permitted	North Vancouver	Private Hospital	North Shore Private Hospital (1985) Ltd.		
		Care & Supervision	RCR Sec. 52 - Harmful actions not permitted					
		Hygiene and communicable disease control	RCR Sec. 54 - General health and hygiene					
		Hygiene and communicable disease control	RCR Sec. 39 - Continuing health of employees					
30/Mar/2022	Turning Point Recovery Society - Vancouver	Staffing	RCR Sec. 42 - Staffing coverage	Vancouver	Substance Use	Turning Point Recovery Society		
		Program	RCR Sec. 55 - Program of activities					
29/Mar/2022	Together We Can	Records and Reporting	RCR Sec. 85.1(2) - Repayment agreements	Vancouver	Substance Use	Together We Can Drug & Alcohol Recovery & Education Society		
25/Mar/2022	Louis Brier Hospital	Care & Supervision	RCR Sec. 82 - Implementation of care plans	Vancouver	Extended Care	Jewish Home for the Aged of BC		
25/Mar/2022	Lakeview Care Centre	Care & Supervision	RCR Sec. 54 - General health and hygiene	Vancouver	Private Hospital	Axium and Revera LTC Joint Venture		
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
24/Mar/2022	Creekstone Care Centre	Records and Reporting	RCR Sec. 80 - Short term care plan on admission	North Vancouver	Long Term Care	Creekstone Care Centre Limited Partnership		
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
24/Mar/2022	Louis Brier Home	Physical Facility Equipment & Furnishings	RCR Sec. 29 - Bedroom furnishings	Vancouver	Long Term Care	Jewish Home for the Aged of BC		
		Physical Facility Equipment & Furnishings	RCR Sec. 21 - Equipment and furnishings					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
23/Mar/2022	Villa Cathay Care Home	Staffing	RCR Sec. 42 - Staffing coverage	Vancouver	Long Term Care	Villa Cathay Care Home Society		
		Staffing	RCR Sec. 40 - Continuing monitoring of employees					
		Care & Supervision	ACT Sec. 7 - Standards to be maintained					
		Care & Supervision	RCR Sec. 63 - Food preparation and service					
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
15/Mar/2022	George Pearson Centre	Records and Reporting	RCR Sec. 76 - Notification of illness or injury	Vancouver	Extended Care	Vancouver Coastal Health**		
01/Mar/2022	Westminster House	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Richmond	Mental Health	547727 BC Ltd		
01/Mar/2022	Pender House	Records and Reporting	RCR Sec. 76 - Notification of illness or injury	Vancouver	Mental Health	Coast Mental Health		
18/Feb/2022	Evergreen House	Policies & Procedures	RCR Sec. 85 - Policies and procedures	North Vancouver	Extended Care	Vancouver Coastal Health Authority		
		Care & Supervision	RCR Sec. 73 - Restrictions on use of restraints					
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Care & Supervision	RCR Sec. 59 - Family and resident council					
16/Feb/2022	West Vancouver Care Centre Private Hospital	Policies & Procedures	RCR Sec. 85 - Policies and procedures	West Vancouver	Private Hospital	Mayfair Properties Ltd - Accounts Payable		
11/Feb/2022	Lynn Valley Care Centre	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.		
		Records and Reporting	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Records and Reporting	RCR Sec. 80 - Short term care plan on admission					
		Physical Facility Equipment & Furnishings	RCR Sec. 30 - Physical requirements of bathrooms					
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
		Nutrition & Food Services	RCR Sec. 67 - Eating aids and supplements					
		Staffing	RCR Sec. 42 - Staffing coverage					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
09/Feb/2022	Rosewood Manor	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Richmond	Long Term Care	Richmond Intermediate Care Society		
		Care & Supervision	RCR Sec. 57 - Access to persons in care					
9/Feb/2022	Dogwood Lodge	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Long Term Care	Vancouver Coastal Health**		
17/Jan/2022	Renfrew Care Centre	Staffing	RCR Sec. 42 - Staffing coverage	Vancouver	Long Term Care	Renfrew Seniors Village 3 LLP		
		Care & Supervision	RCR Sec. 74 - When restraints may be used					
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Care & Supervision	RCR Sec. 73 - Restrictions on use of restraints					
07/Jan/2022	Lynn Valley Care Centre	Physical, Equipment and Furnishing	RCR Sec. 29 - Bedroom furnishings	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.		
20/May/2021	Willingdon Creek Village	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Powell River	Long Term Care	Vancouver Coastal Health		
		Records and Reporting	RCR Sec. 76 - Notification of illness or injury					
		Neglect Abuse	RCR Sec. 52 - Harmful actions not permitted					
09/Apr/2021	Minoru Residence	Hygiene and communicable disease control	ACT Sec. 7 - Standards to be maintained	Richmond	Extended Care	Vancouver Coastal Health		
31/Mar/2021	Lynn Valley Care Centre	Care & Supervision	RCR Sec. 57 - Access to persons in care	North Vancouver	Long Term Care	North Shore Private Hospital (1985) Ltd.		
19/Feb/2021	Banfield Pavilion - Vancouver General Hospital	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Vancouver	Extended Care	Vancouver Coastal Health		
11/Feb/2021	Haro Park Centre	Staffing	RCR Sec. 40 - Continuing monitoring of employees	Vancouver	Long Term Care	Haro Park Centre Society		
02/Feb/2021	Little Mountain Place	Staffing	RCR Sec. 42 - Staffing coverage	Vancouver	Long Term Care	Little Mountain Residential Care and Housing Society		
		Hygiene and communicable disease control	VCH MHO - Enhanced Cleaning					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
02/Feb/2021	Quinton Place Residence	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay		Child and Youth Residential	North Shore Disability Resource Centre Association		
		Care & Supervision	RCR Sec. 47 - Admission screening					
		Records and Reporting	RCR Sec. 77 - Reportable incident					
		Staffing	RCR Sec. 41 - Management and supervisory staff					
		Staffing	RCR Sec. 43 - Employee trained in first aid					
		Staffing	RCR Sec. 42 - Staffing coverage					
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
02/Feb/2021	Renfrew Care Centre	Staffing	RCR Sec. 42 - Staffing coverage	Vancouver	Long Term Care	Renfrew Seniors Village 3 LLP		
27/Jan/2021	Sunrise of Lynn Valley	Policies & Procedures	VCH MHO - Visitor Policy and Screening	North Vancouver	Long Term Care	Ventas SS L Ontario II Inc		
07/Jan/2021	Together We Can	Care & Supervision	RCR Sec. 47 - Admission screening	Vancouver	Substance Use	Together We Can Drug & Alcohol Recovery & Education Society		
18/Dec/2020	Arbutus Care Centre	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Private Hospital	Revera Inc.		
		Staffing	RCR Sec. 42 - Staffing coverage					
18/Dec/2020	Turning Point Recovery Society North Shore Women's	Staffing	RCR Sec. 42 - Staffing coverage	North Vancouver	Substance Use	Turning Point Recovery Society		
18/Dec/2020	Kopernik Lodge	Records and Reporting	RCR Sec. 77 - Reportable incident	Vancouver	Long Term Care	M. Kopernik (Nicolaus Copernicus) Foundation		
		Physical Abuse	RCR Sec. 52 - Harmful actions not permitted					
15/Dec/2020	Hilltop House	Neglect Abuse	RCR Sec. 52 - Harmful actions not permitted	Squamish	Long Term Care	Vancouver Coastal Health Authority		
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
15/Dec/2020	Hilltop House	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Squamish	Long Term Care	Vancouver Coastal Health Authority		
		Staffing	RCR Sec. 42 - Staffing coverage					
10/Dec/2020	Capilano Care Centre	Nutrition & Food Services	ACT Sec. 7 - Standards to be maintained	West Vancouver	Long Term Care	Revera Long Term Care		
		Physical, Equipment and Furnishing	ACT Sec. 7 - Standards to be maintained					
		Physical, Equipment and Furnishing	RCR Sec. 22 - Maintenance					
10/Dec/2020	Three Links Care Centre	Hygiene and communicable disease control	ACT Sec. 7 - Standards to be maintained	Vancouver	Long Term Care	Three Links Care Society		
25/Nov/2020	Capilano Care Centre	Hygiene and communicable disease control	VCH MHO - Visitor Policy and Screening	West Vancouver	Long Term Care	Revera Long Term Care		

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
20/Nov/2020	Columbus Residence	Policies & Procedures	RCR Sec. 60 - Dispute resolution	Vancouver	Long Term Care	Columbus Long Term Care Society		
		Policies & Procedures	RCR Sec. 74 When restraints may be used					
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Records and Reporting	RCR Sec. 77 - Reportable incident					
		Physical Facility Equipment & Furnishings	RCR Sec. 14 - Accessibility					
12/Nov/2020	Evergreen House	Care & Supervision	RCR Sec. 82 - Implementation of care plans	North Vancouver	Extended Care	Vancouver Coastal Health Authority		
		Care & Supervision	RCR Sec. 67 - Eating aids and supplements					
		Physical, Equipment and Furnishing	RCR Sec. 22 - Maintenance					
		Staffing	RCR Sec. 42 - Staffing coverage					
		Hygiene and communicable disease control	VCH MHO - Visitor Policy and Screening					
		Medication	RCR Sec. 70 - Administration of medication					
30/Oct/2020	Turning Point Recovery Society - Vancouver	Hygiene and communicable disease control	RCR Sec. 63 - Food preparation and service	Vancouver	Substance Use	Turning Point Recovery Society		
21/Oct/2020	George Pearson Centre	Care & Supervision	ACT Sec. 7 - Standards to be maintained	Vancouver	Extended Care	Vancouver Coastal Health		
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
8/Oct/2020	Haro Park Centre	Care & Supervision	RCR Sec. 82 - Implementation of care plans	Vancouver	Long Term Care	Haro Park Centre Society		
		Records and Reporting	RCR Sec. 77 - Reportable incident					
		Policies & Procedures	RCR Sec. 74 When restraints may be used					

Date Substantiated	Facilty Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
8/Oct/2020	Haro Park Centre	Licensing	RCR Sec. 8 - Continuing duty to inform	Vancouver	Long Term Care	Haro Park Centre Society		
			RCR Sec. 9 - Notice of change of operation					
		Policies & Procedures	RCR Sec. 85 - Policies and procedures					
		Records and Reporting	RCR Sec. 86 - Records respecting employees					
29/Sep/2020	Amica West Vancouver	Care & Supervision	RCR Sec. 54 - General health and hygiene	West Vancouver	Long Term Care	Amica Senior Lifestyles Inc.		
29/Sep/2020	German Canadian Care Home	Hygiene and communicable disease control	VCH MHO - Visitor Policy and Screening	Vancouver	Long Term Care	German Canadian Benevolent Society of B.C.		
16/Jul/2020	Amica Lions Gate	Records and Reporting	RCR Sec. 77.1 - Records respecting admission	West Vancouver	Long Term Care	Amica Senior Living Management Inc.		
		Policies & Procedures	RCR Sec 85(2)(m) - Policy and procedure for obtaining consent					
14/Jul/2020	Lakeview Care Centre	Licensing	ACT Sec. 7 - Standards to be maintained	Vancouver	Private Hospital	Axium and Revera LTC Joint Venture		
14/Jul/2020	Lynn Valley House	Staffing	RCR Sec. 42 - Staffing coverage	North Vancouver	Community Living	North Shore Connexions Society		
		Physical, Equipment and Furnishing	RCR Sec. 21 - Equipment and furnishings					
		Nutrition & Food Services	RCR Sec. 66 - Individual nutrition needs					
18/Jun/2020	West Vancouver Care Centre Private Hospital	Records and Reporting	RCR Sec. 81 - Care plan needed if more than 30 day stay	West Vancouver	Private Hospital	Mayfair Properties Ltd		
		Records and Reporting	RCR Sec. 80 - Short term care plan on admission					
26/May/2020	Haro Park Centre	Care & Supervision	RCR Sec. 59 - Family and resident council	Vancouver	Long Term Care	Haro Park Centre Society		

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
5/Mar/2020	Amica West Vancouver	Physical, Equipment and Furnishing	RCR Sec. 21 - Equipment and furnishings	West Vancouver	Long Term Care	Amica Senior Lifestyles Inc.		
		Physical, Equipment and Furnishing	RCR Sec. 19 - Monitoring, signalling, and communication					
		Care & Supervision	RCR Sec. 82 - Implementation of care plans					
		Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay					
		Records and Reporting	RCR Sec. 89 - Record of complaints and compliance					
		Records and Reporting	RCR Sec. 77 - Reportable incident					
		Records and Reporting	RCR Sec. 76 - Notification of illness or injury					
		Records and Reporting	RCR Sec. 88 - Record of minor and reportable incidents					
		Policies & Procedures	RCR Sec. 48 - Advise on admission					
		Staffing	RCR Sec. 42 - Staffing coverage					
11/Feb/2020	Fair Haven Homes Vancouver Lodge	Care & Supervision	RCR Sec. 82 - Implementation of care plans	Vancouver	Long Term Care	Fair Haven Homes Society		
		Records and Reporting	RCR Sec. 76 - Notification of illness or injury					
		Medication	RCR Sec. 68 - Medication safety and advisory committee					
30/Jan/2020	Redonda Crescent Residence	Care & Supervision	RCR Sec. 52 - Harmful actions not permitted	Powell River	Community Living	Inclusion Powell River Society		
			RCR Sec. 54 - General health and hygiene					
		Neglect Abuse	RCR Sec. 52 - Harmful actions not permitted					
		Staffing	RCR Sec. 40 - Continuing monitoring of employees					
23/Jan/2020	Haro Park Centre	Licensing	RCR Sec. 9 - Notice of change of operation	Vancouver	Long Term Care	Haro Park Centre Society		

Date Substantiated	Facility Name	Reported Topic	Contraventions	City	Facility Type	Primary Owner	ActionRequired	ActionTaken
23/Jan/2020	Little Mountain Place	Care & Supervision	RCR Sec. 59 - Family and resident council	Vancouver	Long Term Care	Little Mountain Residential Care and Housing Society		
23/Jan/2020	Our Place	Records and Reporting	RCR Sec. 77 - Reportable incident	Vancouver	Community Living	WJS Canada		
18/Dec/2019	Britannia Lodge	Program	RCR Sec. 55 - Program of activities	Vancouver	Mental Health	Nassreen Filsoof		
		Staffing	RCR Sec. 45 - Employee responsible for activities					
18/Dec/2019	Kopernik Lodge	Policies & Procedures	RCR Sec. 85 - Policies and procedures	Vancouver	Long Term Care	M. Kopernik (Nicolaus Copernicus) Foundation		
5/Nov/2019	German Canadian Care Home	Physical, Equipment and Furnishing	RCR Sec. 22 - Maintenance	Vancouver	Long Term Care	German Canadian Benevolent Society of B.C.		
2/Aug/2019	Richmond Lions Manor - Bridgeport	Care & Supervision	RCR Sec. 74 - When restraints may be used	Richmond	Long Term Care	Vancouver Coastal Health		
12/Jul/2019	University Hospital - Purdy Pavilion ECU	Licensing	ACT Sec. 7 - Standards to be maintained	Vancouver	Extended Care	Vancouver Coastal Health		
17/May/2019	Rosewood Manor	Care & Supervision	RCR Sec. 81 - Care plan needed if more than 30 day stay	Richmond	Long Term Care	Richmond Intermediate Care Society		
		Physical, Equipment and Furnishing	RCR Sec. 21 - Equipment and furnishings					
24/Apr/2019	Fourth And Alma	Care & Supervision	RCR Sec. 82 - Implementation of care plans	Vancouver	Community Living	Greater Vancouver Community Services Society		