

Office of the  
Assisted Living Registrar

# Complaint Investigation



*for residents of*  
**ASSISTED LIVING  
FOR SENIORS**

## ***Purpose***

The purpose of this brochure is to explain how the Assisted Living Registrar can help you with any concerns or complaints you may have about health and safety in your assisted living residence.

## ***What is the role of the Assisted Living Registrar?***

The Assisted Living Registrar was appointed by the Minister of Health to protect the health and safety of people in B.C. who are assisted living residents.

By law, all assisted living residences in B.C. must be registered with the Office of the Assisted Living Registrar. People who run assisted living residences must comply with provincial health and safety standards.



***As a resident***, you need to know ahead of time the specific kinds of hospitality and personal assistance services you will be receiving.

The hospitality services are meals, laundry, cleaning, social and recreational opportunities and a 24-hour emergency response system.

The personal assistance services for seniors are typically assistance with activities of daily living (such as bathing and dressing) and medications. These services are described in your personal services plan. Staff must develop this plan with you when you first move in. The plan must be updated regularly and as your needs change.

## What can the Assisted Living Registrar help you with?

The Assisted Living Registrar investigates concerns about health and safety. If you have concerns about the cleanliness, safety or security of your assisted living residence, you should first approach the provider to resolve them. If the concern does not get resolved, then the Assisted Living Registrar can help you.

Examples of the kinds of complaints that the Registrar handles include:

*Maria is concerned that soiled linens are routinely left in the corridor. She has spoken to the provider about this several times and nothing has changed.*

The Registrar can discuss the linens with the provider to ensure they are promptly removed.

*Raj is a diabetic. He is concerned that suitable menu options are not always available at meals.*

The Registrar can speak with the provider about the health and safety standards related to special dietary needs.

The Assisted Living Registrar also handles any concerns about the quality of personal assistance you receive if it is affecting your health and safety.

## What does the Assisted Living Registrar **not** handle?

The Assisted Living Registrar investigates questions and concerns about health and safety in your assisted living residence. The Assisted Living Registrar does **not** have the authority to deal with concerns about tenancy.

For example, the Assisted Living Registrar would **not** have the authority to deal with the following situations:

*Lee is concerned about a rent increase. He is also being charged more for meals.*

*Elise has moved out of the residence. She wonders why her damage deposit has not been refunded.*

In cases like these, the Assisted Living Registrar can direct you to the appropriate person who can help.





### *If you have a concern...*

Sometimes problems may arise in your assisted living residence. Many problems can be handled by talking things out. First, try discussing your concern with a staff member, who may be able to help or direct you to someone who can. Or, you may want to talk to a family member or friend who may be able to offer you some advice. Talking about concerns can help small problems from developing into larger ones.

The Assisted Living Registrar expects all assisted living providers to give information to residents about how they resolve complaints and to try to solve residents' problems and concerns. If the provider does not resolve your situation to your satisfaction, you should contact the Assisted Living Registrar.

No one should try to prevent you from reporting your concerns to the Assisted Living Registrar. During an investigation, your services should continue to be provided as outlined in your agreement with the provider. You can also tell the Registrar that you would like your complaint to be anonymous.





## *Contact information*

If the assisted living provider does not resolve a situation satisfactorily, you should contact the Assisted Living Registrar:

Lower Mainland: **604 714-3378**

Toll-free in B.C.: **1 866 714-3378**

Facsimile: **604 733-5996**

E-mail: **info@alregistrar.bc.ca**

Office of the Assisted Living Registrar  
of British Columbia

**300-1275 West 6th Avenue**

**Vancouver, B.C. V6H 1A6**

**<http://www.health.gov.bc.ca/assisted>**



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