



**Assisted Living Registry
Substantiated Complaint Information**

Name of Residence: Heritage Square
Address: 3904-27th Street, Vernon, BC V1T 4X7
Legal entity of Residence: Kaigo Retirement Communities Ltd.
Provider of Prescribed Services: We Care Health Services
Posting Date - Original: July 11, 2013

Standard 6: Registrants must ensure prescribed services are provided in a manner that does not place the health or safety of residents at risk.
In Compliance

6.1 Activities of Daily Living (ADL)

6.1.1	<p>Registrants must deliver ADL in such a way as to promote the safety and independence of residents.</p> <p><i>Actions taken:</i></p> <ul style="list-style-type: none"> • <i>Clarification provided on community care licensing legislation: residents in assisted living can access equipment in licensed care section</i> • <i>Residents used bathing lift in the licensed care section until bathing lift in assisted living section was replaced</i> • <i>Bathing lift in assisted living section replaced.</i> 	<p>In Compliance May 15 2013</p>
-------	--	---