

Is the complaint process confidential?

The assisted living registry does not reveal the name or personal information of someone who wishes to remain anonymous. However, the registry cannot guarantee that a complainant will remain anonymous. Anonymity cannot be guaranteed if the complaint circumstances identify an individual. If the issue is taken to the Community Care and Assisted Living Appeal Board, information or documents you provide may be used and become public information.

If the complaint is found to be substantiated, a general summary of the complaint and actions taken to address the complaint will be posted on the assisted living website. No personal information will be posted.

To make a complaint about health and safety issues in an assisted living residence, contact the Assisted Living Registry:

- ▶ **Toll-free** in B.C.: 1 866 714-3378
- ▶ In **Victoria**: 250 952-1369
- ▶ Fax: 250 952-1119
- ▶ Email: Hlth.assistedlivingregistry@gov.bc.ca

Mailing address:
PO Box 9638 STN PROV GOV
Victoria, BC V8W 9P1

Website: www.gov.bc.ca



Ministry of
Health

Assisted Living Registry

Making a complaint



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Health

How can the Assisted Living Registry help you?

The assisted living registry has the legal authority and responsibility to investigate complaints related to health and safety concerns in publicly subsidized and private pay assisted living residences in British Columbia.

For example:

- ▶ abuse or neglect
- ▶ unsafe environment
- ▶ personal care practices that put a person at risk

The registry **cannot** investigate complaints about:

- ▶ funding (whether an assisted living unit is subsidized, amount of subsidy)
- ▶ tenancy (rent increases, damage deposits)
- ▶ operating issues (availability of guest rooms, staff-management issues)

Operators of assisted living residences must provide residents with information about how they handle complaints internally and how individuals can make a complaint to an external organization.

Anyone with a concern about health or safety in an assisted living residence can make a complaint to the registry, including: a person living in the residence, family members or friends, staff of the residence or health authority, and members of the public. Operators cannot prevent individuals from making a complaint or take action against them as a result.

Health and Safety Standards

Operators of assisted living residences must comply with provincial assisted living health and safety standards and guidelines. There are specific standards and guidelines for seniors' residences and for residences providing services to adults with mental health and/or substance use problems. These standards are available online at:

www.health.gov.bc.ca/assisted/publications.html

If you have a complaint...

First, raise your concerns through the operator's internal complaint process. If you do not get a satisfactory resolution, you can make a complaint to the assisted living registry, whether you live in a publicly subsidized or private pay unit.

Registry staff will assess all complaints to determine if they fall within the registry's authority to investigate. If the registry does not have the authority to deal with a complaint, staff will explain why and, if appropriate, refer you to another agency or office that may be able to help you.

If the regional health authority is involved, you can also talk to a case manager or make a complaint to the health authority's Patient Care Quality Office. www.patientcarequalityreviewboard.ca/makecomplaint.html

For more information about the assisted living complaint process, visit:

www.health.gov.bc.ca/assisted/complaints.html