OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA

BRITISH COLUMBIA

Residential Care Facilities
Quick Facts Directory

as of
January 2016

OFFICE OF THE
SENIORS ADVOCATE

About this Directory

The Residential Care Quick Facts Directory lists information for 292 publicly subsidized facilities in British Columbia. Excluded from the directory are facilities that offer specialized services to unique populations that are not part of traditional residential care.

The Directory contains a range of information from a variety of sources. Some information has been provided by the facility, some by the health authority and licensing regulators while other information is taken from the Canadian Institute of Health Information (CIHI) review of residents' health assessments.

Licensed facilities in B.C. are governed by two different legislative acts – the *Community Care and Assisted Living Act* and the *Hospital Act* and they both cover health authority owned and operated and privately owned and operated sites. Most measurements are the same under either legislation except for incident reporting and this is explained in the "About this Directory" section of this document.

To ensure personal privacy of residents is protected, the Directory has supressed some data for facilities with small (usually less than 5) residents. This is the same standard used by CIHI.

The Directory will be refreshed each year. It will also be refreshed if a facility reports a material change in their information.

If readers have a question about the data sources, they can contact the Office of the Seniors Advocate directly at 1.877.952.3181. If there is a question specific to a particular facility, readers are encouraged to contact the facility directly.

Listed below are links to Health Authority websites, where readers will be able to find all inspections reports for a particular facility.

Interior Health:
http://www.interiorhealth.ca/YourEnvironment/InspectionReports/Pages/default.aspx

Fraser Health:
http://www.healthspace.ca/fha/rescare

Vancouver Coastal Health:
http://inspections.vcha.ca/

Vancouver Island Health:
http://www.healthspace.ca/Clients/VIHA/VIHA_Website.nsf/CCFL-Frameset

Northern Health:
http://www.healthspace.ca/nha

Navigating this Directory

The Directory can be searched by alphabet or by health authority – please click on page numbers to go directly to pages you are looking for. Pages can be printed for comparison purposes.

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Legislation – Residential care facilities are governed by either the *Community Care and Assisted Living Act* (CCALA) or the *Hospital Act* and their respective regulations. Facilities report incidents differently depending on their legislation. CCALA facilities have mandatory reporting of a set of reportable incidents such as disease outbreak or a fall resulting in an injury. Beginning in December 2013, *Hospital Act* facilities have been required to report incidents in one broad category – serious adverse events.

Accreditation – Some care facilities are voluntarily accredited. Accredidation is an ongoing audit process to identify where facilities do well, and where they can make improvements. Peer reviewers visit the organization to evaluate the extent to which it is meeting standards and assigns a rating.

Councils – A facility may have a family and/or resident council. This council is a group of individuals who either live in the facility or are the representative or relatives of residents. They meet regularly to discuss issues of importance to residents.

Food – Food may be provided by either the operator of the facility or a contractor and could be prepared either off-site, and re-heated on-site, or cooked on-site.

Personal spending account (comfort fund) – Residents and their families can deposit a small amount of money in this account from which the resident can make cash-free purchases of items not covered in their monthly client rate, such as a haircut or group outing.

Multi-person room – A room shared by three or more residents.

Semi-private room – A double room shared by two residents.

OFFICE OF THE SENIORS ADVOCATE

Facility Name QUICK FACTS
as of January 2016

Facility	Facility Name
Health authority	Vancouver Coastal
Street address	123 Doe Road
City	Vancouver
Postal code	A1B 2C3
Phone number	(604) 123-4567
Operator (name)	ABC Society
Opened	1990
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	4.16
Funded Allied Health hours per resident per day *	0.32
Total 2014/15 funded direct care hours per resident per day	4.48

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Site Leader / Manager
Phone number of complaint contact	(604) 123-4567 ext 890
Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog, French, East Indian, Farsi, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms			
Beds	**Quantity**	**Room Configuration**	**Quantity**
Private (not publicly funded) beds	2	Private rooms	71
Short-term beds	0	Semi-private rooms	3
Long-term beds	72	Multi-person rooms	0
Total beds	74		

Licensing Inspection – An inspection of a residential care facility conducted by a Licensing Officer to check that the facility is complying with the standards and requirements outlined in the *Community Care and Assisted Living Act*. There are several licensing inspection types and purposes, including routine inspections conducted on a semi-regular basis, an inspection following a complaint, a non-visit follow-up that could be conducted by phone to ensure a required change has been made, or to monitor compliance with licensing standards.

Licensing Complaint – A formal complaint to the facility's health authority regarding a perceived violation of the licensing regulation. Licensing Officers inspect the facility to determine if the complaint is substantiated – that is, if the facility was not in compliance with the licensing regulation.

Recreational Therapy – Facilities are required to report, through regular health assessments of individuals, whether a resident received therapy from a qualified therapist, or their supervised therapy assistant, for at least 15 minutes, in the last 7 days. Recreational therapy is distinct from the facility's general recreational activity program.

Physical/Occupational Therapy – Facilities are required to report, through regular health assessments of individuals, whether a resident received therapy for at least 15 minutes, in the last 7 days.

Taken antipsychotics without a diagnosis of psychosis – Indicates that a resident was given an antipsychotic medication for a purpose other than for its approved use to manage psychosis. These drugs are sometimes used to manage behaviours in residents, for example dementia, anxiety or agitation.

Daily physical restraints – Indicates the daily use of physical restraint, which includes a range of restraints from limb and trunk restraint to use of a reclining chair from which a resident cannot rise.

Serious Adverse Event – Facilities governed by the *Hospital Act* define incidents in one broad category: "serious adverse events". A serious adverse event is an incident which was not expected or intended to occur, was not caused by or related to an underlying medical condition of a patient or was the likely cause of, or likely contributed to, severe harm to or the death of a patient.

Incident – Licensed facilities governed by the *Community Care and Assisted Living Act* are required to report incidents as defined under the Residential Care Regulation. This Directory includes incident types such as falls, disease outbreak, abuse and neglect, and food poisoning, which have been reported to health authority licensing offices for the 2014/15 fiscal year.

Facility Name QUICK FACTS *continued*

Licensing (as of December 15, 2015)			
Date of last licensing inspection	14 Mar 2015	Reason for licensing inspection	Routine

Incidents	2014-15	Quantity	Incidents	2014-15	Quantity
Disease outbreak or occurrence		0	Medication error with adverse event		0
Abuse/neglect		3	Missing or wandering person		1
Fall with injury/Adverse event		8	Other injury		0
Food or other poisoning		0	Aggression between persons in care		3
Complaints	**2014-15**	**Quantity**	**Complaints**	**2014-15**	**Quantity**
Number of licensing complaints		0	Number substantiated licensing complaints		0

Care Services & Quality*	2014-15	Facility	BC
% of residents receiving physiotherapy		2.9%	13.6%
% of residents receiving recreation therapy		1.4%	25.2%
% of residents receiving occupational therapy		2.9%	9.4%
% of residents diagnosed with depression		20.2%	24.6%
% of residents receiving depression medication		34.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis		42.4%	31%
Daily physical restraints		16%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://vch.ca/locations-and-services/find-health-services/residential-care/vancouver

Facility Fees for Extra Services – The Directory highlights where additional costs are charged by facilities. It is important to note that provincial policy indicates the cost of receiving subsidized residential care services in British Columbia is calculated at 80% of an individual's after tax income, subject to a minimum and maximum amount. Temporary rate reductions are available.

Hygiene Fees – Preferred personal hygiene and grooming supplies not included in the monthly client rate, such as special denture cleaner, soap or facial tissues that are different from what the facility provides. General hygiene supplies such as shampoo, incontinence supplies and toilet paper are included in the client rate.

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SENIORS ADVOCATE

Aberdeen Hospital QUICK FACTS
as of January 2016

Facility	Aberdeen Hospital
Health authority	Vancouver Island
Street address	1450 Hillside Ave.
City	Victoria
Postal code	V8T 2B7
Phone number	(250) 370-5648
Operator (name)	Vancouver Island Health
Opened	1982
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator & Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	4.25
Funded Allied Health hours per resident per day*	0.59
Total 2014/15 funded direct care hours per resident per day	4.85

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 370-5678
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	19
Short-term beds	41	Semi-private rooms	4
Long-term beds	59	Multi-person rooms	25
Total beds	100		

Inspection (as of December 15, 2015)			
Date of last inspection	15 Dec 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	49.2%	13.6%
% of residents receiving recreation therapy	57.0%	25.2%
% of residents receiving occupational therapy	26.7%	9.4%
% of residents diagnosed with depression	53.1%	24.6%
% of residents receiving depression medication	57.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/aberdeen.htm

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SENIORS ADVOCATE

Acacia Ty Mawr QUICK FACTS
as of January 2016

Facility	Acacia Ty Mawr
Health authority	Vancouver Island
Street address	2655 E Shawnigan Lake
City	Shawnigan Lake
Postal code	V0R 2W0
Phone number	(250) 743-2124
Operator (name)	Acacia Ty Mawr Holdings Ltd.
Opened	1940
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 743-2124 ext 2
Current language(s) spoken by staff	English, German, Indonesian, Dutch
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	31
Short-term beds	0	Semi-private rooms	2
Long-term beds	35	Multi-person rooms	0
Total beds	35		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	10 Sep 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	9	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%**	13.6%
% of residents receiving recreation therapy	0.0%**	25.2%
% of residents receiving occupational therapy	0.0%**	9.4%
% of residents diagnosed with depression	15.3%	24.6%
% of residents receiving depression medication	66.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information
** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Info not available
Personal telephone monthly service	No	Other fees	Hygiene items

Link to web page
http://www.viha.ca/hcc/residential/locations/acacia_ty_mawr.htm

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Acropolis Manor QUICK FACTS
as of January 2016

Facility	Acropolis Manor
Health authority	Northern Health
Street address	1325 Summit Avenue
City	Prince Rupert
Postal code	V8J 4C1
Phone number	(250) 622-6400
Operator (name)	Northern Health
Opened	2009
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No
Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	3.04

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Site Manager
Phone number of complaint contact	(250) 622-6450
Current language(s) spoken by staff	Filipino, Portuguese, Italian, Punjabi, Hindi, Tsimshain, Cebuano, English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	49
Short-term beds	5	Semi-private rooms	6
Long-term beds	56	Multi-person rooms	0
Total beds	61		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	27 May 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	4	Missing or wandering person	0
Fall with injury/Adverse event	8	Other injury	0
Food or other poisoning	Info not available	Aggression between persons in care	3
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.9%	13.6%
% of residents receiving recreation therapy	1.4%	25.2%
% of residents receiving occupational therapy	2.9%	9.4%
% of residents diagnosed with depression	20.2%	24.6%
% of residents receiving depression medication	35.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Acropolis%20Manor%20Residential%20Care.pdf

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Adanac Park Lodge QUICK FACTS
as of January 2016

Facility	Adanac Park Lodge
Health authority	Vancouver Coastal
Street address	851 Boundary Road
City	Vancouver
Postal code	V5K 4T2
Phone number	(604) 299-7567
Operator (name)	Little Mountain Residential Care and Housing Society
Opened	2000
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.16
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.49

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Site Leader / Manager
Phone number of complaint contact	(604) 299-7567x345
Current language(s) spoken by staff	Info not available
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	67
Short-term beds	0	Semi-private rooms	3
Long-term beds	73	Multi-person rooms	0
Total beds	73		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	12 Aug 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	14	Other injury	1
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	46.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	30.0%	24.6%
% of residents receiving depression medication	60.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45%	31%
Daily physical restraints	13%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Specialized products as required

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/adanac-park-lodge/

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Arbutus Care Centre QUICK FACTS
as of January 2016

Facility	Arbutus Care Centre
Health authority	Vancouver Coastal
Street address	4505 Valley Drive
City	Vancouver
Postal code	V6L 2L1
Phone number	(604) 261-4292
Operator (name)	Revera Long Term Care
Opened	1986
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	2.70

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2017
Accreditation status	Commendation
Contact for complaints	Sharon Brown, Executive Director
Phone number of complaint contact	(604) 261-4292
Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog, French, East Indian, Farsi, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	58
Short-term beds	0	Semi-private rooms	49
Long-term beds	152	Multi-person rooms	0
Total beds	156		

Inspection (as of December 15, 2015)			
Date of last inspection	3 Nov 2014	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	26		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	1	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.5%	13.6%
% of residents receiving recreation therapy	0.2%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	17.8%	24.6%
% of residents receiving depression medication	27.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/arbutus-care-centre/

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Arrow Lakes Hospital – Minto QUICK FACTS
as of January 2016

Facility	Arrow Lakes Hospital – Minto
Health authority	Interior Health
Street address	97 1st Street
City	Nakusp
Postal code	V0G 1R0
Phone number	(250) 265-5233
Operator (name)	Interior Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.52
Total 2014/15 funded direct care hours per resident per day	3.44

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jul 2015
Accreditation status	Accredited
Contact for complaints	Patient Care Coordinator
Phone number of complaint contact	(250) 265-4317
Current language(s) spoken by staff	English, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	15
Short-term beds	1	Semi-private rooms	0
Long-term beds	15	Multi-person rooms	0
Total beds	16		

Inspection (as of December 15, 2015)			
Date of last inspection	22 May 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	18.6%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	10.3%	24.6%
% of residents receiving depression medication	58.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	56%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Minto%20House

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Arrowsmith Lodge QUICK FACTS
as of January 2016

Facility	Arrowsmith Lodge
Health authority	Vancouver Island
Street address	266 Moilliet St
City	Parksville
Postal code	V9P 1M9
Phone number	(250) 248-4331
Operator (name)	Arrowsmith Health Care (2011) Society
Opened	2005
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Care Manager
Phone number of complaint contact	(250) 248-4331
Current language(s) spoken by staff	Spanish, Russian, German, Korean, Japanese, Mandarin, Filipino, Tagalog, Punjabi, Croatian, Malay, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	75
Short-term beds	1	Semi-private rooms	0
Long-term beds	74	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	28 May 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	7
Fall with injury/Adverse event	10	Other injury	0
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	15	Number substantiated licensing complaints	10

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.0%	13.6%
% of residents receiving recreation therapy	0.4%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	29.1%	24.6%
% of residents receiving depression medication	49.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	50%	31%
Daily physical restraints	31%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/arrowsmith_lodge.htm

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Ayre Manor QUICK FACTS
as of January 2016

Facility	Ayre Manor
Health authority	Vancouver Island
Street address	6764 Ayre Rd
City	Sooke
Postal code	V9Z 1K1
Phone number	(250) 642-1750
Operator (name)	Sooke Elderly Citizens Housing Society
Opened	2008
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation/ Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Kim Whitemarsh, Director Resident Care
Phone number of complaint contact	(250) 642-1750 ext. 105
Current language(s) spoken by staff	Yes
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	32
Short-term beds	0	Semi-private rooms	0
Long-term beds	30	Multi-person rooms	0
Total beds	32		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	10 Sep 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	3	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	2

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.4%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.7%	9.4%
% of residents diagnosed with depression	36.4%	24.6%
% of residents receiving depression medication	70.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	27%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/ayre_manor.htm

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Baillie House QUICK FACTS
as of January 2016

Facility	Baillie House
Health authority	Fraser Health
Street address	11666 Laity St
City	Maple Ridge
Postal code	V2X 7G5
Phone number	(604) 476-7888
Operator (name)	Fraser Health
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	116
Short-term beds	0	Semi-private rooms	16
Long-term beds	148	Multi-person rooms	0
Total beds	148		

Inspection (as of December 15, 2015)			
Date of last inspection	5 May 2015	Reason for inspection	Complaint
Incidents 2014-15	**Quantity**		
Serious adverse events	5		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	31.3%	13.6%
% of residents receiving recreation therapy	53.6%	25.2%
% of residents receiving occupational therapy	9.6%	9.4%
% of residents diagnosed with depression	18.4%	24.6%
% of residents receiving depression medication	52.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---maple-ridge/baillie-house

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Banfield QUICK FACTS
as of January 2016

Facility	Banfield
Health authority	Vancouver Coastal
Street address	2785 Ash Street
City	Vancouver
Postal code	V5Z 1M9
Phone number	(604) 875-4111
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No
Funded nursing care hours per resident per day	2.79
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	3.06

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2016
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 875-4111 ext 68957
Current language(s) spoken by staff	English, French, Mandarin, Japanese, Cantonese, Punjabi, Hindi, Tagalog, Swahili
Visitor parking	No
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	17
Short-term beds	0	Semi-private rooms	13
Long-term beds	156	Multi-person rooms	36
Total beds	156		

Inspection (as of December 15, 2015)			
Date of last inspection	22 Apr 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	19		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	35.2%	13.6%
% of residents receiving recreation therapy	1.2%	25.2%
% of residents receiving occupational therapy	28.8%	9.4%
% of residents diagnosed with depression	26.5%	24.6%
% of residents receiving depression medication	40.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/banfield-pavilion/

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Bastion Place QUICK FACTS
as of January 2016

Facility	Bastion Place
Health authority	Interior Health
Street address	700 11 St. NE
City	Salmon Arm
Postal code	V1E 4P9
Phone number	(250) 833-3616
Operator (name)	Interior Health
Opened	1991
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.15
Funded Allied Health hours per resident per day*	0.59
Total 2014/15 funded direct care hours per resident per day	3.74

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Residential Care Coordinator / Manager
Phone number of complaint contact	(250) 803-4539 / (250) 803-4538
Current language(s) spoken by staff	Croatian, German, Russian, Ukrainian, Filipino, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	60
Short-term beds	13	Semi-private rooms	2
Long-term beds	67	Multi-person rooms	6
Total beds	80		

Inspection (as of December 15, 2015)			
Date of last inspection	13 Feb 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	5		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	16%	13.6%
% of residents receiving recreation therapy	0.7%	25.2%
% of residents receiving occupational therapy	18.6%	9.4%
% of residents diagnosed with depression	34.3%	24.6%
% of residents receiving depression medication	55.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	18%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Medical Alert, and clothing labelling

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Bastion%20Place

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Beacon Hill Villa QUICK FACTS
as of January 2016

Facility	Beacon Hill Villa
Health authority	Vancouver Island
Street address	635 Superior St
City	Victoria
Postal code	V8V 1V1
Phone number	(250) 383-5447
Operator (name)	Beacon Hill Villa, LLP
Opened	1991
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	General Manager / Director of Care
Phone number of complaint contact	(250) 383-5447
Current language(s) spoken by staff	Info not available
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	66
Short-term beds	0	Semi-private rooms	7
Long-term beds	80	Multi-person rooms	0
Total beds	80		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Sep 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	3	Missing or wandering person	4
Fall with injury/Adverse event	16	Other injury	0
Food or other poisoning	0	Aggression between persons in care	3
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	5	Number substantiated licensing complaints	3

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.0%	13.6%
% of residents receiving recreation therapy	46.7%	25.2%
% of residents receiving occupational therapy	3.3%	9.4%
% of residents diagnosed with depression	24.1%	24.6%
% of residents receiving depression medication	52.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	ID bracelet, clothing labeling

Link to web page
http://www.viha.ca/hcc/residential/locations/beacon_hill_villa.htm

OFFICE OF THE
SENIORS ADVOCATE

Beckley Farm Lodge QUICK FACTS
as of January 2016

Facility	Beckley Farm Lodge
Health authority	Vancouver Island
Street address	530 Simcoe St
City	Victoria
Postal code	V8V 4W4
Phone number	(250) 381-4421
Operator (name)	Beckley Farm Lodge Society
Opened	1991
Councils	Combined Resident & Family
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director Resident & Outreach Services / Director of Finance & Admin
Phone number of complaint contact	(250) 381-4421 ext 234 / (250) 381-4421 ext 225
Current language(s) spoken by staff	Many, specifics unavailable
Visitor parking	No
Visitor parking cost	N/A
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	65
Short-term beds	2	Semi-private rooms	0
Long-term beds	63	Multi-person rooms	0
Total beds	65		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	13 Jan 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	12	Other injury	1
Food or other poisoning	1	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.8%	13.6%
% of residents receiving recreation therapy	8.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	18.8%	24.6%
% of residents receiving depression medication	55.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	47%	31%
Daily physical restraints	34%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Walker/wheelchair cleaning. Clothing labeling

Link to web page
http://www.viha.ca/hcc/residential/locations/beckley_farm_lodge.htm

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Bella Coola General Hospital QUICK FACTS
as of January 2016

Facility	Bella Coola General Hospital
Health authority	Vancouver Coastal
Street address	1025 Elcho Street
City	Bella Coola
Postal code	V0T 1C0
Phone number	(250) 799-5311
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Accredited
Contact for complaints	Program Manager
Phone number of complaint contact	(250) 799-5311
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	5
Short-term beds	0	Semi-private rooms	0
Long-term beds	5	Multi-person rooms	0
Total beds	5		

Inspection (as of December 15, 2015)			
Date of last inspection	14 Jun 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	Suppressed		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Suppressed	Number substantiated complaints	Suppressed

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Suppressed	13.6%
% of residents receiving recreation therapy	Suppressed	25.2%
% of residents receiving occupational therapy	Suppressed	9.4%
% of residents diagnosed with depression	Suppressed	24.6%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	31%
Daily physical restraints	Suppressed	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	Yes	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/central-coast-residential-care/bella-coola-general-hospital/

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Belvedere Care Centre QUICK FACTS
as of January 2016

Facility	Belvedere Care Centre
Health authority	Fraser Health
Street address	739 Alderson Avenue
City	Coquitlam
Postal code	V3K 7B3
Phone number	(604) 939-5991
Operator (name)	Belvedere Care Centre Inc.
Opened	2006
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.60
Funded Allied Health hours per resident per day*	0.18
Total 2014/15 funded direct care hours per resident per day	2.78

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2017
Accreditation status	Exemplary
Contact for complaints	Operations Manager / Resident Services Manager
Phone number of complaint contact	(604) 939-5991
Current language(s) spoken by staff	English, French, Hindi, Tagalog, German, Romanian, Cantonese, Mandarin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	92	Private rooms	146
Short-term beds	0	Semi-private rooms	2
Long-term beds	56	Multi-person rooms	0
Total beds	148		

Inspection (as of December 15, 2015)			
Date of last inspection	29 May 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	13		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	7.2%	13.6%
% of residents receiving recreation therapy	70.3%	25.2%
% of residents receiving occupational therapy	1.0%	9.4%
% of residents diagnosed with depression	33.0%	24.6%
% of residents receiving depression medication	45.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	18%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/belvedere-care-centre

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Bevan Lodge Residential QUICK FACTS
as of January 2016

Facility	Bevan Lodge Residential
Health authority	Fraser Health
Street address	33386 Bevan Ave.
City	Abbotsford
Postal code	V2S 5G6
Phone number	(604) 850-5416
Operator (name)	Trillium Care Services Inc.
Opened	Info not available
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.50
Funded Allied Health hours per resident per day*	0.11
Total 2014/15 funded direct care hours per resident per day	2.61

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 850-5416 ext 122
Current language(s) spoken by staff	English, Punjabi, French, Hindi, Cantonese, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	71	Private rooms	105
Short-term beds	0	Semi-private rooms	5
Long-term beds	44	Multi-person rooms	0
Total beds	115		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	20 Jan 2015	Reason for licensing inspection	Follow up

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	11	Other injury	1
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Not reported	13.6%
% of residents receiving recreation therapy	Not reported	25.2%
% of residents receiving occupational therapy	Not reported	9.4%
% of residents diagnosed with depression	Not reported	24.6%
% of residents receiving depression medication	Not reported	47.8%
Taken antipsychotics without a diagnosis of psychosis	Not reported	31%
Daily physical restraints	Not reported	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/bevan-lodge

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Blenheim Lodge QUICK FACTS
as of January 2016

Facility	Blenheim Lodge
Health authority	Vancouver Coastal
Street address	3263 Blenheim Street
City	Vancouver
Postal code	V6L 2X7
Phone number	(604) 732-8717
Operator (name)	Calling Foundation
Opened	1969
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.36
Funded Allied Health hours per resident per day*	0.21
Total 2014/15 funded direct care hours per resident per day	2.57

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Department Manager
Phone number of complaint contact	(604) 732-8717
Current language(s) spoken by staff	English, Tagalog, Cantonese, Mandarin, Punjabi, Hindi, Hungarian, Greek, Spanish, Russian, Ukrainian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	62
Short-term beds	0	Semi-private rooms	17
Long-term beds	94	Multi-person rooms	0
Total beds	96		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	13 Aug 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	21	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	81.2%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	24.2%	24.6%
% of residents receiving depression medication	35.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/blenheim-lodge/

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Braddan Private Hospital QUICK FACTS
as of January 2016

Facility	Braddan Private Hospital
Health authority	Vancouver Coastal
Street address	2450 West 2nd Ave
City	Vancouver
Postal code	V6K 1J6
Phone number	(604) 731-2127
Operator (name)	Braddan Private Hospital Ltd.
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.64
Funded Allied Health hours per resident per day*	0.12
Total 2014/15 funded direct care hours per resident per day	2.76

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Care Coordinator / Administrator
Phone number of complaint contact	(604) 731-2121 ext 3
Current language(s) spoken by staff	English, Spanish, Tagalog, Mandarin, Cantonese, Vietnamese, French, Greek, Polish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	22
Short-term beds	0	Semi-private rooms	20
Long-term beds	60	Multi-person rooms	0
Total beds	62		

Inspection (as of December 15, 2015)			
Date of last inspection	19 Nov 2014	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.9%	13.6%
% of residents receiving recreation therapy	96.2%	25.2%
% of residents receiving occupational therapy	0.4%	9.4%
% of residents diagnosed with depression	18.2%	24.6%
% of residents receiving depression medication	36.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	11%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Hairdressing, foot care

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/braddan-private-hospital/

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Bradley Center QUICK FACTS
as of January 2016

Facility	Bradley Center
Health authority	Fraser Health
Street address	45600 Menholm Rd
City	Chilliwack
Postal code	V2P 1P7
Phone number	(604) 795-4103
Operator (name)	Fraser Health
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Nov 2016
Accreditation status	Commendation
Contact for complaints	Resident Care Coordinator/ or Manager
Phone number of complaint contact	(604)795-4103 / (604) 795-4768
Current language(s) spoken by staff	English, Chinese, Punjabi
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	8
Short-term beds	0	Semi-private rooms	1
Long-term beds	90	Multi-person rooms	20
Total beds	90		

Inspection (as of December 15, 2015)			
Date of last inspection	19 Jan 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.9%	13.6%
% of residents receiving recreation therapy	22.6%	25.2%
% of residents receiving occupational therapy	2.6%	9.4%
% of residents diagnosed with depression	32.0%	24.6%
% of residents receiving depression medication	50.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Special equipment, hairdresser,foot care nurse, hip protectors

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/bradley-centre

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Brandt's Creek Mews QUICK FACTS
as of January 2016

Facility	Brandt's Creek Mews
Health authority	Interior Health
Street address	2081 Cross Rd
City	Kelowna
Postal code	V1V 2G2
Phone number	(778) 478-8800
Operator (name)	InSite Housing & Hospitality & Health Services Inc.
Opened	2009
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jan-17
Accreditation status	Primer
Contact for complaints	Community Administrator
Phone number of complaint contact	(778) 478-8800
Current language(s) spoken by staff	English, French, German, Punjabi, Filipino, Russian, Polish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	102
Short-term beds	0	Semi-private rooms	0
Long-term beds	100	Multi-person rooms	0
Total beds	102		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	14 Sep 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	16	Other injury	13
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	16.9%	13.6%
% of residents receiving recreation therapy	49.1%	25.2%
% of residents receiving occupational therapy	3.6%	9.4%
% of residents diagnosed with depression	39.8%	24.6%
% of residents receiving depression medication	64.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	42%	31%
Daily physical restraints	22%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Brandt%2527s%20Creek%20Mews

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Brentwood House QUICK FACTS
as of January 2016

Facility	Brentwood House
Health authority	Vancouver Island
Street address	1167 Stelly's Cross Road
City	Brentwood Bay
Postal code	V8M 1H4
Phone number	(250) 652-0634
Operator (name)	Beacon Community Services
Opened	2006
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	2.92

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2016
Accreditation status	Exemplary
Contact for complaints	Manager
Phone number of complaint contact	(250) 589-3354
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	17
Short-term beds	0	Semi-private rooms	0
Long-term beds	15	Multi-person rooms	0
Total beds	17		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	30 Oct 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	15	Other injury	5
Food or other poisoning	0	Aggression between persons in care	5
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0% **	13.6%
% of residents receiving recreation therapy	0.0% **	25.2%
% of residents receiving occupational therapy	0.0% **	9.4%
% of residents diagnosed with depression	22.2%	24.6%
% of residents receiving depression medication	60.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information
** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/brentwood_house.htm

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Broadway Pentecostal Lodge QUICK FACTS
as of January 2016

Facility	Broadway Pentecostal Lodge
Health authority	Vancouver Coastal
Street address	1377 Lamey's Mill Rd
City	Vancouver
Postal code	V6H 3S9
Phone number	(604) 733-1441
Operator (name)	Broadway Pentecostal Care Association
Opened	1981
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.40
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	2.70

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator
Phone number of complaint contact	(604) 733-1441 ext 236
Current language(s) spoken by staff	Punjabi, Taglog, Vietnamese, Mandarin, Cantonese, Yaruba, Spanish, German, Polish, Farsi, Fant Ashante, Serbian, French, Hindi
Visitor parking	No
Visitor parking cost	N/A
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	114
Short-term beds	0	Semi-private rooms	0
Long-term beds	114	Multi-person rooms	0
Total beds	114		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	8 Jan 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	18	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.3%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	25.8%	24.6%
% of residents receiving depression medication	41.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Admin fees

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/broadway-pentecostal-lodge/

OFFICE OF THE
SENIORS ADVOCATE

Brocklehurst Gemstone Care Centre QUICK FACTS

as of January 2016

Facility	Brocklehurst Gemstone Care Centre
Health authority	Interior Health
Street address	1955 Tranquille Road
City	Kamloops
Postal code	V2B 3M4
Phone number	(778) 470-2596
Operator (name)	Riverside Retirement Centre Ltd.
Opened	2013
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	3.14

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	General Manager
Phone number of complaint contact	(778) 470-2596 ext 101
Current language(s) spoken by staff	English, Filipino
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	5	Private rooms	126
Short-term beds	0	Semi-private rooms	4
Long-term beds	125	Multi-person rooms	0
Total beds	130		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	5 Oct 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	4	Missing or wandering person	1
Fall with injury/Adverse event	22	Other injury	2
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**0**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	0.8%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	18.8%	24.6%
% of residents receiving depression medication	54.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.brockgemstone.ca/

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Brookhaven Care Centre QUICK FACTS
as of January 2016

Facility	Brookhaven Care Centre
Health authority	Interior Health
Street address	1775 Shannon Lake Rd
City	West Kelowna
Postal code	V4T 2N7
Phone number	(250) 862-4040
Operator (name)	Interior Health
Opened	1985
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.02
Funded Allied Health hours per resident per day*	0.37
Total 2014/15 funded direct care hours per resident per day	3.39

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Dec 2019
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator
Phone number of complaint contact	(250) 862-4040
Current language(s) spoken by staff	English, French, Filipino, Hungarian, German, Spanish, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	Info not available
Short-term beds	1	Semi-private rooms	Info not available
Long-term beds	103	Multi-person rooms	Info not available
Total beds	104		

Inspection (as of December 15, 2015)			
Date of last inspection	3-Mar 2015	Reason for inspection	Monitoring

Incidents 2014-15	Quantity		
Serious adverse events	3		

Complaints 2014-15	Quantity	Complaints 2014-15	Quantity
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.9%	13.6%
% of residents receiving recreation therapy	41.2%	25.2%
% of residents receiving occupational therapy	28.8%	9.4%
% of residents diagnosed with depression	20.5%	24.6%
% of residents receiving depression medication	49.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Brookhaven

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Brookside Lodge QUICK FACTS
as of January 2016

Facility	Brookside Lodge
Health authority	Fraser Health
Street address	19550 Fraser Highway
City	Surrey
Postal code	V3S 6K5
Phone number	(604) 530-6595
Operator (name)	Baybridge – Baltic Group (Brookside)
Opened	2009
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.64
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	2.86

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Commendation
Contact for complaints	General Manager
Phone number of complaint contact	(604) 530-6595 ext 101
Current language(s) spoken by staff	English, Spanish, Hindi, Cantonese, Punjabi, Filipino , Hungarian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	14	Private rooms	93
Short-term beds	0	Semi-private rooms	5
Long-term beds	89	Multi-person rooms	0
Total beds	103		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	20 May 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	3
Fall with injury/Adverse event	6	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	2

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	7.5%	13.6%
% of residents receiving recreation therapy	50.3%	25.2%
% of residents receiving occupational therapy	3.9%	9.4%
% of residents diagnosed with depression	15.9%	24.6%
% of residents receiving depression medication	51.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/brookside-lodge

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Buchanan Lodge QUICK FACTS
as of January 2016

Facility	Buchanan Lodge
Health authority	Fraser Health
Street address	409 Blair Ave
City	New Westminster
Postal code	V3L 4A4
Phone number	(604) 522-7033
Operator (name)	Salvation Army
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.77
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.09

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2019
Accreditation status	Commendation
Contact for complaints	Sara Leibl
Phone number of complaint contact	(604) 517-4125
Current language(s) spoken by staff	English, Mandarin, Cantonese, Hindi, Persian, Hebrew, Italian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	104
Short-term beds	0	Semi-private rooms	4
Long-term beds	112	Multi-person rooms	0
Total beds	112		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Dec 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	9	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	23.4%	13.6%
% of residents receiving recreation therapy	6.3%	25.2%
% of residents receiving occupational therapy	4.9%	9.4%
% of residents diagnosed with depression	21.6%	24.6%
% of residents receiving depression medication	46.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/buchanan-lodge

Bulkley Lodge QUICK FACTS *continued*

Facility	Bulkley Lodge
Health authority	Northern Health
Street address	3668 11th Avenue
City	Smithers
Postal code	V0J 2N0
Phone number	(250) 847-4443
Operator (name)	Northern Health
Opened	1905
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.26
Funded Allied Health hours per resident per day*	0.17
Total 2014/15 funded direct care hours per resident per day	3.43

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Clinical Practice Lead / Residential Care Manager
Phone number of complaint contact	(250) 876-4543 / (250) 876-4548
Current language(s) spoken by staff	English, Dutch, Polish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	67
Short-term beds	3	Semi-private rooms	3
Long-term beds	67	Multi-person rooms	0
Total beds	70		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	30 Apr 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	4	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	3
Fall with injury/Adverse event	11	Other injury	0
Food or other poisoning	Info not available	Aggression between persons in care	14
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.8%	13.6%
% of residents receiving recreation therapy	90.9%	25.2%
% of residents receiving occupational therapy	21.6%	9.4%
% of residents diagnosed with depression	19.1%	24.6%
% of residents receiving depression medication	41.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	53%	31%
Daily physical restraints	37%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Bulkley%20Lodge%20Residential%20Care-July%202014.pdf

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Burquitlam Lions Care Centre QUICK FACTS
as of January 2016

Facility	Burquitlam Lions Care Centre
Health authority	Fraser Health
Street address	560 Sydney Ave
City	Coquitlam
Postal code	V3K 6A4
Phone number	(604) 939-6485
Operator (name)	Burquitlam Care Society
Opened	Info not available
Councils	Separate Resident & Family Councils
Meetings held	Scheduled as needed
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.59
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.83

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2016
Accreditation status	Exemplary
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 939-6485
Current language(s) spoken by staff	English, French, Spanish, Korean, Hindi, Punjabi, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	76
Short-term beds	0	Semi-private rooms	Info not available
Long-term beds	76	Multi-person rooms	Info not available
Total beds	76		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	10 Mar 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	10	Other injury	0
Food or other poisoning	1	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.1%	13.6%
% of residents receiving recreation therapy	75.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	11.2%	24.6%
% of residents receiving depression medication	28.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	19%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/burquitlam-lions-care-centre

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Cairnsmore Place QUICK FACTS
as of January 2016

Facility	Cairnsmore Place
Health authority	Vancouver Island
Street address	250 Cairnsmore St
City	Duncan
Postal code	V9L 4H2
Phone number	(250) 709-3080
Operator (name)	Vancouver Island Health
Opened	1965
Councils	Combined Resident & Family
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	No
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day*	0.41
Total 2014/15 funded direct care hours per resident per day	3.25

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2017
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 709-3080
Current language(s) spoken by staff	English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	8
Short-term beds	23	Semi-private rooms	4
Long-term beds	77	Multi-person rooms	21
Total beds	100		

Inspection (as of December 15, 2015)			
Date of last inspection	11 May 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	41.9%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	39.2%	9.4%
% of residents diagnosed with depression	30.9%	24.6%
% of residents receiving depression medication	55.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/cairnsmore_place.htm

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Capilano Care Centre QUICK FACTS
as of January 2016

Facility	Capilano Care Centre
Health authority	Vancouver Coastal
Street address	525 Clyde Avenue
City	West Vancouver
Postal code	V7T 1C4
Phone number	(604) 926-6856
Operator (name)	Revera Long Term Care
Opened	1992
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day*	0.21
Total 2014/15 funded direct care hours per resident per day	2.69

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2017
Accreditation status	Commendation
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 926-6856 #337
Current language(s) spoken by staff	Farsi, Russian, Arabic, Chinese (multiple dialects) Hindi, German, Cree, Korean, Asmily, Filipino, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	76
Short-term beds	0	Semi-private rooms	48
Long-term beds	205	Multi-person rooms	11
Total beds	205		

Inspection (as of December 15, 2015)			
Date of last inspection	16 Sep 2015	Reason for inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	53	Other injury	3
Food or other poisoning	0	Aggression between persons in care	2
Serious adverse events	5		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	2	Number substantiated complaints	6

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.3%	13.6%
% of residents receiving recreation therapy	21.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	39.5%	24.6%
% of residents receiving depression medication	52.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/north-and-west-vancouver-residential-care/capilano-care-centre/

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CareLife Fleetwood QUICK FACTS
as of January 2016

Facility	CareLife Fleetwood
Health authority	Fraser Health
Street address	8265 159th Street
City	Surrey
Postal code	V4N 5T5
Phone number	(604) 598-7200
Operator (name)	Fraser Health
Opened	2008
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Primarily

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(604) 598-7200
Current language(s) spoken by staff	English, Hindi, Punjabi, Filipino, Urdu, Polish, French, German, Mandarin, Romanian, Cantonese, Greek
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	167
Short-term beds	0	Semi-private rooms	12
Long-term beds	191	Multi-person rooms	0
Total beds	191		

Inspection (as of December 15, 2015)			
Date of last inspection	26 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	24.5%	13.6%
% of residents receiving recreation therapy	41.1%	25.2%
% of residents receiving occupational therapy	24.8%	9.4%
% of residents diagnosed with depression	13.8%	24.6%
% of residents receiving depression medication	40.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/carelife-fleetwood

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Carlton Gardens Care Centre QUICK FACTS
as of January 2016

Facility	Carlton Gardens Care Centre
Health authority	Fraser Health
Street address	4108 Norfolk Street
City	Burnaby
Postal code	V5G 0B4
Phone number	(604) 419-3000
Operator (name)	Chartwell Retirement Homes
Opened	2012
Councils	Separate & Combined Resident & Family Councils
Meetings held	Scheduled as needed
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day*	0.29
Total 2014/15 funded direct care hours per resident per day	2.82

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	General Manager
Phone number of complaint contact	(604) 419-3007
Current language(s) spoken by staff	French, Amharic, Cantonese, Croatian, Italian, Japanese, Korean, Punjabi, Spanish, Tagalog, Vietnamese, English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	11	Private rooms	120
Short-term beds	0	Semi-private rooms	4
Long-term beds	117	Multi-person rooms	0
Total beds	128		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Jul 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	20	Other injury	1
Food or other poisoning	1	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	10.7%	13.6%
% of residents receiving recreation therapy	22.4%	25.2%
% of residents receiving occupational therapy	3.1%	9.4%
% of residents diagnosed with depression	19.7%	24.6%
% of residents receiving depression medication	41.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Specialty products

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/carlton-gardens-care-centre

OFFICE OF THE
SENIORS ADVOCATE

Cartier House QUICK FACTS
as of January 2016

Facility	Cartier House
Health authority	Fraser Health
Street address	1419 Cartier St
City	Coquitlam
Postal code	V3K 2C6
Phone number	(604) 939-4654
Operator (name)	Park Place Seniors Living Inc.
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator & Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.38
Funded Allied Health hours per resident per day*	0.26
Total 2014/15 funded direct care hours per resident per day	2.64

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Site Leader / Director of Care
Phone number of complaint contact	(604) 939-4654
Current language(s) spoken by staff	English, Tagalog, Chinese, Hindi, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	30
Short-term beds	0	Semi-private rooms	24
Long-term beds	78	Multi-person rooms	0
Total beds	78		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	28 May 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	12	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	19.3%	13.6%
% of residents receiving recreation therapy	21.3%	25.2%
% of residents receiving occupational therapy	1.4%	9.4%
% of residents diagnosed with depression	21.3%	24.6%
% of residents receiving depression medication	41.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	19%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/cartier-house

OFFICE OF THE
SENIORS ADVOCATE

Cascade Lodge QUICK FACTS
as of January 2016

Facility	Cascade Lodge
Health authority	Fraser Health
Street address	45586 Mcintosh Drive
City	Chilliwack
Postal code	V2P 7W8
Phone number	(604) 795-2500
Operator (name)	BayBridge – Baltic Inc.
Opened	2006
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.26
Total 2014/15 funded direct care hours per resident per day	3.07

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Commendation
Contact for complaints	Cheryl Dawes, Manager / General Manager
Phone number of complaint contact	(604) 795-7297 / (604) 795-2500
Current language(s) spoken by staff	English, Dutch
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	24	Private rooms	101
Short-term beds	10	Semi-private rooms	9
Long-term beds	85	Multi-person rooms	0
Total beds	119		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	1 Dec 2015	Reason for licensing inspection	Follow-up Inspection
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	2
Fall with injury/Adverse event	10	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.3%	13.6%
% of residents receiving recreation therapy	0.8%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	23.3%	24.6%
% of residents receiving depression medication	58.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	16%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/cascade-lodge

OFFICE OF THE
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Castleview Care Centre QUICK FACTS
as of January 2016

Facility	Castleview Care Centre
Health authority	Interior Health
Street address	2300 14th Ave.
City	Castlegar
Postal code	V1N 4A6
Phone number	(250) 365-7277
Operator (name)	Chantelle Management Ltd
Opened	1991
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day*	0.25
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Commendation
Contact for complaints	Administrator
Phone number of complaint contact	(250) 365-7277
Current language(s) spoken by staff	English, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	16	Private rooms	61
Short-term beds	0	Semi-private rooms	0
Long-term beds	45	Multi-person rooms	0
Total beds	61		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	15 Apr 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	86.9%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	33.2%	24.6%
% of residents receiving depression medication	42.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	11%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Castleview%20Care%20Centre

OFFICE OF THE
SENIORS ADVOCATE

Cedarview Lodge QUICK FACTS
as of January 2016

Facility	Cedarview Lodge
Health authority	Vancouver Coastal
Street address	1200 Cedar Village Close
City	North Vancouver
Postal code	V7J 3P3
Phone number	(604) 904-6400
Operator (name)	Vancouver Coastal Health
Opened	1982
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator & Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.75
Funded Allied Health hours per resident per day*	0.25
Total 2014/15 funded direct care hours per resident per day	3.00

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2013
Accreditation status	Accredited
Contact for complaints	Site Manager
Phone number of complaint contact	(604) 904-6404
Current language(s) spoken by staff	English, Farsi, Tagalog, Korean, Polish, Mandarin, Japanese, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	89
Short-term beds	8	Semi-private rooms	0
Long-term beds	81	Multi-person rooms	0
Total beds	89		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 Mar 2013	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	3
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	37.5%	13.6%
% of residents receiving recreation therapy	64.3%	25.2%
% of residents receiving occupational therapy	1.2%	9.4%
% of residents diagnosed with depression	27.5%	24.6%
% of residents receiving depression medication	56.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/north-and-west-vancouver-residential-care/cedarview-lodge/

OFFICE OF THE
SENIORS ADVOCATE

Central City Lodge QUICK FACTS
as of January 2016

Facility	Central City Lodge
Health authority	Vancouver Coastal
Street address	415 West Pender St
City	Vancouver
Postal code	V6B 1V2
Phone number	(604) 681-9111
Operator (name)	City Centre Care Society
Opened	1993
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.28
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	2.55

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Operations
Phone number of complaint contact	(604) 639-8230
Current language(s) spoken by staff	English, French, Spanish, Farsi, Hindi, Japanese, Korean, Mandarin, Cantonese, Vietnamese, Tagalog, Punjabi, Greek
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	84
Short-term beds	0	Semi-private rooms	8
Long-term beds	100	Multi-person rooms	0
Total beds	100		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 Nov 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	6
Fall with injury/Adverse event	13	Other injury	3
Food or other poisoning	0	Aggression between persons in care	10
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	16.6%	13.6%
% of residents receiving recreation therapy	2.7%	25.2%
% of residents receiving occupational therapy	4.5%	9.4%
% of residents diagnosed with depression	17.2%	24.6%
% of residents receiving depression medication	47.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	19%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/central-city-lodge/

OFFICE OF THE
SENIORS ADVOCATE

Cerwydden Care Home QUICK FACTS
as of January 2016

Facility	Cerwydden Care Home
Health authority	Vancouver Island
Street address	3243 Cowichan Lake R
City	Duncan
Postal code	V9L 4B8
Phone number	(250) 746-4432
Operator (name)	576437 BC Ltd/Cerwydden Care Centre LLP
Opened	2000
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	44
Short-term beds	0	Semi-private rooms	6
Long-term beds	52	Multi-person rooms	0
Total beds	56		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Oct 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	8	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	19.8%	13.6%
% of residents receiving recreation therapy	74.9%	25.2%
% of residents receiving occupational therapy	14.1%	9.4%
% of residents diagnosed with depression	31.3%	24.6%
% of residents receiving depression medication	59.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	26%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/cerwydden_care.htm

OFFICE OF THE
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Cheam Village QUICK FACTS
as of January 2016

Facility	Cheam Village
Health authority	Fraser Health
Street address	1525 MacKay Crescent
City	Agassiz
Postal code	V0M 1A3
Phone number	(604) 796-3886
Operator (name)	Cheam Village Holdings Ltd.
Opened	2008
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.64
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.89

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2019
Accreditation status	Accredited
Contact for complaints	Team Leader / Director of Care
Phone number of complaint contact	(604) 796-3886
Current language(s) spoken by staff	English, German, Dutch, Punjabi, Hindi, Tagalog, Japanese, Albanian, Spanish, Italian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	11	Private rooms	68
Short-term beds	10	Semi-private rooms	0
Long-term beds	47	Multi-person rooms	0
Total beds	68		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	10 Sep 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	2	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0		0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	6.7%	13.6%
% of residents receiving recreation therapy	70.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	14.3%	24.6%
% of residents receiving depression medication	37.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	2%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/cheam-village

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Chemainus Health Care Centre QUICK FACTS
as of January 2016

Facility	Chemainus Health Care Centre
Health authority	Vancouver Island
Street address	9909 Esplande Street
City	Chemainus
Postal code	V0R 1K0
Phone number	(250) 737-2040
Operator (name)	Vancouver Island Health
Opened	1994
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.81
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.17

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 737-2040 x42231
Current language(s) spoken by staff	English, French, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	55
Short-term beds	2	Semi-private rooms	10
Long-term beds	73	Multi-person rooms	0
Total beds	75		

Inspection (as of December 15, 2015)			
Date of last inspection	13 Jul 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	38.1%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	29.0%	9.4%
% of residents diagnosed with depression	17.1%	24.6%
% of residents receiving depression medication	48.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/chemainus_health_care_centre.htm

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SENIORS ADVOCATE

Cherington Place QUICK FACTS
as of January 2016

Facility	Cherington Place
Health authority	Fraser Health
Street address	13453 111A Ave
City	Surrey
Postal code	V3R 2C5
Phone number	(604) 581-2885
Operator (name)	Cherington Intercare Inc.
Opened	Info not available
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.50
Funded Allied Health hours per resident per day*	0.29
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Apr 2017
Accreditation status	Exemplary
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 581-2885
Current language(s) spoken by staff	Arabic, Cantonese, Czech, French, German, English, Hindi, Mandarin, Punjabi, Spanish, Tagalog, Urdu, Korean
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	33
Short-term beds	0	Semi-private rooms	21
Long-term beds	75	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Feb 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.6%	13.6%
% of residents receiving recreation therapy	29.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	14.4%	24.6%
% of residents receiving depression medication	55.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/cherington-place

OFFICE OF THE
SENIORS ADVOCATE

Chetwynd Hospital QUICK FACTS
as of January 2016

Facility	Chetwynd Hospital
Health authority	Northern Health
Street address	5500 Hospital road
City	Chetwynd
Postal code	V0C 1J0
Phone number	(250) 788-2236
Operator (name)	Northern Health
Opened	1905
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Health Service Administrator
Phone number of complaint contact	(250) 788-7243
Current language(s) spoken by staff	German, English, First Nations languages
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	7
Short-term beds	0	Semi-private rooms	0
Long-term beds	7	Multi-person rooms	0
Total beds	7		

Inspection (as of December 15, 2015)			
Date of last inspection	21 Mar 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	14.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	15.5%	24.6%
% of residents receiving depression medication	26.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	0%	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Chetwynd%20Hosp%20Residential%20Care-July%202014.pdf

OFFICE OF THE
SENIORS ADVOCATE

Christenson Village QUICK FACTS
as of January 2016

Facility	Christenson Village
Health authority	Vancouver Coastal
Street address	585 Shaw Road
City	Gibsons
Postal code	V0N 1V8
Phone number	(604) 886-8747
Operator (name)	The Good Samaritan Canada Inc.
Opened	2006
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.94
Funded Allied Health hours per resident per day*	0.43
Total 2014/15 funded direct care hours per resident per day	3.37

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2019
Accreditation status	Commendation
Contact for complaints	Site Manager
Phone number of complaint contact	(604) 886-8747 ext 21222
Current language(s) spoken by staff	English, Tagalog, French, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	80
Short-term beds	0	Semi-private rooms	0
Long-term beds	80	Multi-person rooms	0
Total beds	80		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 May 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	11	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	8.5%	13.6%
% of residents receiving recreation therapy	14.5%	25.2%
% of residents receiving occupational therapy	0.9%	9.4%
% of residents diagnosed with depression	30.4%	24.6%
% of residents receiving depression medication	55.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/sunshine-coast-residential-care/christenson-village/

OFFICE OF THE
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Columbia Garden Village QUICK FACTS
as of January 2016

Facility	Columbia Garden Village
Health authority	Interior Health
Street address	800-10 Ave., Box 578
City	Invermere
Postal code	V0A 1K0
Phone number	(250) 341-3350
Operator (name)	Golden Life Management Corp
Opened	2005
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.77
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	3.09

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 341-3350
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	34
Short-term beds	2	Semi-private rooms	0
Long-term beds	32	Multi-person rooms	0
Total beds	34		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	28 Aug 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	13.7%	13.6%
% of residents receiving recreation therapy	9.7%	25.2%
% of residents receiving occupational therapy	4.9%	9.4%
% of residents diagnosed with depression	21.0%	24.6%
% of residents receiving depression medication	41.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Columbia%20Garden%20Village

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Columbia House – Invermere District Hospital QUICK FACTS

as of January 2016

Facility	Columbia House – Invermere District Hospital
Health authority	Interior Health
Street address	1030 - 10th Street
City	Invermere
Postal code	V0A 1K0
Phone number	(250) 342-2329
Operator (name)	Interior Health
Opened	1994
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Site Manager
Phone number of complaint contact	(250) 342-2303
Current language(s) spoken by staff	English, French, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	35
Short-term beds	2	Semi-private rooms	0
Long-term beds	33	Multi-person rooms	0
Total beds	35		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	13 Apr 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	2	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	40.0%	13.6%
% of residents receiving recreation therapy	20.1%	25.2%
% of residents receiving occupational therapy	4.0%	9.4%
% of residents diagnosed with depression	26.4%	24.6%
% of residents receiving depression medication	3.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	4%	31%
Daily physical restraints	18%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Specialty equipment

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Columbia%20House

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Columbia View Lodge QUICK FACTS
as of January 2016

Facility	Columbia View Lodge
Health authority	Interior Health
Street address	2920 Laburnum Dr
City	Trail
Postal code	V1R 4N2
Phone number	(250) 364-1271
Operator (name)	Interior Health
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day*	0.43
Total 2014/15 funded direct care hours per resident per day	3.38

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Manager / Social Worker
Phone number of complaint contact	(250) 364-5356 / (250) 364-5352
Current language(s) spoken by staff	English, Italian, Philippine, East Indian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	76
Short-term beds	6	Semi-private rooms	0
Long-term beds	70	Multi-person rooms	0
Total beds	76		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Feb 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	9	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	29.1%	13.6%
% of residents receiving recreation therapy	60.8%	25.2%
% of residents receiving occupational therapy	3.9%	9.4%
% of residents diagnosed with depression	55.8%	24.6%
% of residents receiving depression medication	75.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Columbia%20View%20Lodge

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Columbus Residence QUICK FACTS
as of January 2016

Facility	Columbus Residence
Health authority	Vancouver Coastal
Street address	704 West 69th Avenue
City	Vancouver
Postal code	V6P 2W3
Phone number	(604) 321-4405
Operator (name)	Columbus Long Term Care Society
Opened	1990
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day*	0.43
Total 2014/15 funded direct care hours per resident per day	2.90

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care / Director of Food Services & Support Services
Phone number of complaint contact	(604) 321-4405
Current language(s) spoken by staff	English, Chinese, Hindi, Korean, Tagalog, French
Visitor parking	No
Visitor parking cost	N/A
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	74
Short-term beds	0	Semi-private rooms	1
Long-term beds	76	Multi-person rooms	0
Total beds	76		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	3 Nov 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	5
Fall with injury/Adverse event	7	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.0%	13.6%
% of residents receiving recreation therapy	87.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	21.1%	24.6%
% of residents receiving depression medication	42.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/columbus-residence/

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Comox Valley Seniors Village QUICK FACTS
as of January 2016

Facility	Comox Valley Seniors Village
Health authority	Vancouver Island
Street address	4640 Headquarters Rd.
City	Courtenay
Postal code	V9N 7J3
Phone number	(250) 897-1033
Operator (name)	Courtenay Seniors Village LLP
Opened	2009
Councils	Separate Resident & Family
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.14

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	General Manager
Phone number of complaint contact	(250) 331-4102
Current language(s) spoken by staff	English, French, Filipino, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	16	Private rooms	128
Short-term beds	0	Semi-private rooms	4
Long-term beds	120	Multi-person rooms	0
Total beds	136		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	9 Oct 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	3	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	20	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	4	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	13.6%	13.6%
% of residents receiving recreation therapy	31.1%	25.2%
% of residents receiving occupational therapy	2.2%	9.4%
% of residents diagnosed with depression	31.3%	24.6%
% of residents receiving depression medication	56.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	28%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/comox_valley_seniors_village.htm

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Cormorant Island Health Centre QUICK FACTS
as of January 2016

Facility	Cormorant Island Health Centre
Health authority	Vancouver Island
Street address	49 School Road
City	Alert Bay
Postal code	V0N 1A0
Phone number	(250) 974-5585
Operator (name)	Vancouver Island Health
Opened	2000
Councils	Combined Resident & Family
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.06
Funded Allied Health hours per resident per day*	0.75
Total 2014/15 funded direct care hours per resident per day	3.80

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Clinical Nurse Leader
Phone number of complaint contact	(250) 974-5585 x 66323
Current language(s) spoken by staff	English, Kwakwala
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	10
Short-term beds	0	Semi-private rooms	0
Long-term beds	10	Multi-person rooms	0
Total beds	10		

Inspection (as of December 15, 2015)			
Date of last inspection	21 Sep 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	7.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	37.7%	24.6%
% of residents receiving depression medication	74.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/cormorant_island_health_centre.htm

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Cottonwoods Care Centre QUICK FACTS
as of January 2016

Facility	Cottonwoods Care Centre
Health authority	Interior Health
Street address	2255 Ethel Street
City	Kelowna
Postal code	V1Y 2Z9
Phone number	(250) 862-4100
Operator (name)	Interior Health
Opened	1979
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.10
Funded Allied Health hours per resident per day*	0.76
Total 2014/15 funded direct care hours per resident per day	3.86

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Dec 2019
Accreditation status	Accredited
Contact for complaints	Patient Care Quality Office
Phone number of complaint contact	1-877-442-2001
Current language(s) spoken by staff	English, French, German, Spanish, Italian, Mandarin, Punjabi, Cantonese, Chinese, Russian, Vietnamese, Thai, Korean, Japanese, Croatian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	34
Short-term beds	60	Semi-private rooms	29
Long-term beds	153	Multi-person rooms	33
Total beds	213		

Inspection (as of December 15, 2015)			
Date of last inspection	4 Feb 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	6		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.4%	13.6%
% of residents receiving recreation therapy	25.7%	25.2%
% of residents receiving occupational therapy	37.2%	9.4%
% of residents diagnosed with depression	30.0%	24.6%
% of residents receiving depression medication	55.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Cottonwoods%20Care%20Centre

OFFICE OF THE
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Creekside Landing QUICK FACTS
as of January 2016

Facility	Creekside Landing
Health authority	Interior Health
Street address	6190 Okanagan Landing Rd
City	Vernon
Postal code	V1H 1M3
Phone number	(250) 549-9550
Operator (name)	Creekside Landing Ltd. (Kaigo Retirement Communities Ltd.)
Opened	2008
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day*	0.25
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2017
Accreditation status	Commendation
Contact for complaints	Regional Manager
Phone number of complaint contact	(250) 545-2060 x 108
Current language(s) spoken by staff	English, Filipino, Romanian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	70
Short-term beds	0	Semi-private rooms	0
Long-term beds	70	Multi-person rooms	0
Total beds	70		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	9 Jul 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	13	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	50.9%	13.6%
% of residents receiving recreation therapy	0.7%	25.2%
% of residents receiving occupational therapy	23.3%	9.4%
% of residents diagnosed with depression	29.3%	24.6%
% of residents receiving depression medication	48.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Creekside%20Landing

OFFICE OF THE
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Crescent Gardens QUICK FACTS
as of January 2016

Facility	Crescent Gardens
Health authority	Fraser Health
Street address	1222 King George Hwy
City	Surrey
Postal code	V4A 9W6
Phone number	(604) 541-8861
Operator (name)	Chartwell Retirement Homes
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.51
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Apr 2016
Accreditation status	Commendation
Contact for complaints	Julia Glover
Phone number of complaint contact	(604) 541-6712
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	22	Private rooms	69
Short-term beds	0	Semi-private rooms	3
Long-term beds	55	Multi-person rooms	0
Total beds	77		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	15 Apr 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.4%	13.6%
% of residents receiving recreation therapy	12.1%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	11.3%	24.6%
% of residents receiving depression medication	35.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/crescent-gardens

OFFICE OF THE
SENIORS ADVOCATE

Crest View Village QUICK FACTS
as of January 2016

Facility	Crest View Village
Health authority	Interior Health
Street address	800 Cavell Street
City	Creston
Postal code	V0B 1G0
Phone number	(250) 428-9986
Operator (name)	Golden Life Management Corp
Opened	2005
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	3.18

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Director of Care / Community Manager
Phone number of complaint contact	(250) 428-9986 ext 203
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	32
Short-term beds	0	Semi-private rooms	0
Long-term beds	30	Multi-person rooms	0
Total beds	32		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	3	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	38.2%	13.6%
% of residents receiving recreation therapy	76.4%	25.2%
% of residents receiving occupational therapy	53.6%	9.4%
% of residents diagnosed with depression	33.4%	24.6%
% of residents receiving depression medication	39.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Crest%20View%20Care%20Village

OFFICE OF THE
SENIORS ADVOCATE

Cumberland Lodge QUICK FACTS
as of January 2016

Facility	Cumberland Lodge
Health authority	Vancouver Island
Street address	2696 Windermere Ave
City	Cumberland
Postal code	V0R 1S0
Phone number	(250) 331-8505
Operator (name)	Vancouver Island Health
Opened	1975
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.13

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Manager / Clinical Nurse Leader
Phone number of complaint contact	(250) 331-8505 ext 68305 / (250) 331-8505 ext 68350
Current language(s) spoken by staff	French, English, Finnish, Spanish, Filipino
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	40
Short-term beds	1	Semi-private rooms	13
Long-term beds	65	Multi-person rooms	0
Total beds	66		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	15 Sep 2015	Reason for licensing inspection	Follow up

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	9	Other injury	2
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	18.5%	13.6%
% of residents receiving recreation therapy	43.2%	25.2%
% of residents receiving occupational therapy	2.7%	9.4%
% of residents diagnosed with depression	51.4%	24.6%
% of residents receiving depression medication	65.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/cumberland_lodge.htm

OFFICE OF THE
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Czorny Alzheimer Centre QUICK FACTS
as of January 2016

Facility	Czorny Alzheimer Centre
Health authority	Fraser Health
Street address	16850 66th Avenue
City	Surrey
Postal code	V3S 5M1
Phone number	(604) 575-6700
Operator (name)	Fraser Health
Opened	2007
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Manager / Resident Care Coordinator
Phone number of complaint contact	(604) 575-6700
Current language(s) spoken by staff	English, Filipino, Punjabi, Hindi, Cantonese, Mandarin, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	72
Short-term beds	0	Semi-private rooms	0
Long-term beds	72	Multi-person rooms	0
Total beds	72		

Inspection (as of December 15, 2015)			
Date of last inspection	3 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	7.1%	13.6%
% of residents receiving recreation therapy	55.7%	25.2%
% of residents receiving occupational therapy	7.6%	9.4%
% of residents diagnosed with depression	4.2%	24.6%
% of residents receiving depression medication	49.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/czorny-alzheimer-centre

OFFICE OF THE
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Dania Home QUICK FACTS
as of January 2016

Facility	Dania Home
Health authority	Fraser Health
Street address	4175 Norland Avenue
City	Burnaby
Postal code	V5G 3Z6
Phone number	(604) 299-2414
Operator (name)	Dania Home Society
Opened	2015
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.54
Funded Allied Health hours per resident per day*	0.38
Total 2014/15 funded direct care hours per resident per day	2.92

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2018
Accreditation status	Exemplary
Contact for complaints	Director, Residential Care & Assisted Living
Phone number of complaint contact	(604) 292-8130
Current language(s) spoken by staff	English, Punjabi, Hindi, Nepalese, Japanese, Chinese, Filipino, African Languages
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	102
Short-term beds	6	Semi-private rooms	0
Long-term beds	96	Multi-person rooms	0
Total beds	102		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	7 Jul 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	0	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.4%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	23.0%	24.6%
% of residents receiving depression medication	46.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Drugs & specialty services, transportation not otherwise covered

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/dania-home

OFFICE OF THE
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David Lloyd Jones QUICK FACTS
as of January 2016

Facility	David Lloyd Jones
Health authority	Interior Health
Street address	934 Bernard Ave
City	Kelowna
Postal code	V1Y 6P8
Phone number	(250) 762-2706
Operator (name)	Interior Health
Opened	1950
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.17

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Residential Manager
Phone number of complaint contact	(250) 862-4300 ext 2140
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	64
Short-term beds	0	Semi-private rooms	0
Long-term beds	64	Multi-person rooms	0
Total beds	64		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	12	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.5%	13.6%
% of residents receiving recreation therapy	29.6%	25.2%
% of residents receiving occupational therapy	30.9%	9.4%
% of residents diagnosed with depression	27.9%	24.6%
% of residents receiving depression medication	52.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=David%20Lloyd%20Jones%20Home

OFFICE OF THE
SENIORS ADVOCATE

Delta View Life Enrichment QUICK FACTS
as of January 2016

Facility	Delta View Life Enrichment
Health authority	Fraser Health
Street address	9341 Burns Drive
City	Delta
Postal code	V4K 3N3
Phone number	(604) 501-6700
Operator (name)	Delta View Life Enrichment Centre/ Devji Family Holdings
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.99
Funded Allied Health hours per resident per day*	0.40
Total 2014/15 funded direct care hours per resident per day	3.39

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Mar 2018
Accreditation status	Exemplary
Contact for complaints	Director of Therapeutic Services
Phone number of complaint contact	(604) 501-6712
Current language(s) spoken by staff	English, Punjabi, Cantonese, Filipino, Tagalog, Italian, Guajarati, Spanish, Hindi, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	62	Private rooms	172
Short-term beds	7	Semi-private rooms	20
Long-term beds	143	Multi-person rooms	0
Total beds	212		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	7		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	51.0%	13.6%
% of residents receiving recreation therapy	2.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	23.7%	24.6%
% of residents receiving depression medication	45.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labeling, Specialty items

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/delta-view-life-enrichment-centre

OFFICE OF THE
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Deni House QUICK FACTS
as of January 2016

Facility	Deni House
Health authority	Interior Health
Street address	517 6th Ave N.
City	Williams Lake
Postal code	V2G 2G8
Phone number	(250) 302-3208
Operator (name)	Interior Health
Opened	2011
Councils	Resident only but family can attend
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.05
Funded Allied Health hours per resident per day*	0.76
Total 2014/15 funded direct care hours per resident per day	3.81

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Accredited
Contact for complaints	Patient Care Quality Office
Phone number of complaint contact	1-877-442-2001
Current language(s) spoken by staff	English, Punjabi, Chilcotin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	13
Short-term beds	9	Semi-private rooms	0
Long-term beds	19	Multi-person rooms	5
Total beds	28		

Inspection (as of December 15, 2015)			
Date of last inspection	16 Jul 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	14.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	35.6%	24.6%
% of residents receiving depression medication	31.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37%	31%
Daily physical restraints	15%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Deni%20House

OFFICE OF THE
SENIORS ADVOCATE

Dogwood Lodge QUICK FACTS
as of January 2016

Facility	Dogwood Lodge
Health authority	Vancouver Coastal
Street address	500 West 57th Avenue
City	Vancouver
Postal code	V6P 6E8
Phone number	(604) 324-6882
Operator (name)	Vancouver Coastal Health
Opened	1974
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.62
Funded Allied Health hours per resident per day*	0.10
Total 2014/15 funded direct care hours per resident per day	2.72

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Accredited
Contact for complaints	Manager, Residential Care/Service
Phone number of complaint contact	(604) 324-6882 ext 235
Current language(s) spoken by staff	English, Cantonese, Mandarin, Punjabi, Tagalog, Japanese, Spanish, Korean
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	113
Short-term beds	0	Semi-private rooms	0
Long-term beds	113	Multi-person rooms	0
Total beds	113		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Aug 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	14	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.9%	13.6%
% of residents receiving recreation therapy	3.7%	25.2%
% of residents receiving occupational therapy	2.1%	9.4%
% of residents diagnosed with depression	17.7%	24.6%
% of residents receiving depression medication	37.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/dogwood-lodge/

OFFICE OF THE
SENIORS ADVOCATE

Dr. Andrew Pavilion – Summerland Health Centre QUICK FACTS

as of January 2016

Facility	Dr. Andrew Pavilion – Summerland Health Centre
Health authority	Interior Health
Street address	12815 Atkinson Rd.
City	Summerland
Postal code	V0H 1Z0
Phone number	(250) 404-8020
Operator (name)	Interior Health
Opened	1984
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.79
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2012
Accreditation status	Excellence
Contact for complaints	Nurse Manager
Phone number of complaint contact	(250) 404-8020
Current language(s) spoken by staff	English, German, Hungarian, Chinese, Punjabi, Yugoslavian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	4
Short-term beds	0	Semi-private rooms	5
Long-term beds	50	Multi-person rooms	8
Total beds	50		

Inspection (as of December 15, 2015)			
Date of last inspection	15 May 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	27.7%	13.6%
% of residents receiving recreation therapy	2.3%	25.2%
% of residents receiving occupational therapy	0.5%	9.4%
% of residents diagnosed with depression	38.4%	24.6%
% of residents receiving depression medication	39.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Summerland%20Extended%20Care%20(Dr.%20Andrew%20Pavilion)

OFFICE OF THE
SENIORS ADVOCATE

Dr. F. W. Green Memorial Home QUICK FACTS
as of January 2016

Facility	Dr. F. W. Green Memorial Home
Health authority	Interior Health
Street address	1700 4th Street St. South
City	Cranbrook
Postal code	V1C 6E1
Phone number	(250) 426-3710
Operator (name)	Interior Health
Opened	1979
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Info not available
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.03
Funded Allied Health hours per resident per day*	0.54
Total 2014/15 funded direct care hours per resident per day	3.57

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Residential Manager
Phone number of complaint contact	(250) 420-2468
Current language(s) spoken by staff	Italian, English, Filipino, French, Thai, Mandarin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	60
Short-term beds	9	Semi-private rooms	0
Long-term beds	51	Multi-person rooms	0
Total beds	60		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	12 May 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	0
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.0%	13.6%
% of residents receiving recreation therapy	0.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	19.6%	24.6%
% of residents receiving depression medication	35.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	44%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Dr.%20F.W.%20Green%20Home

OFFICE OF THE
SENIORS ADVOCATE

Dufferin QUICK FACTS
as of January 2016

Facility	Dufferin
Health authority	Fraser Health
Street address	1131 Dufferin St
City	Coquitlam
Postal code	V3B 7X5
Phone number	(604) 552-1166
Operator (name)	Retirement Concepts
Opened	Info not available
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available

Funded nursing care hours per resident per day	2.46
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.70

Regulation / Legislation	Hospital Act
Accredited	Info not available
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	Info not available
Short-term beds	0	Semi-private rooms	Info not available
Long-term beds	128	Multi-person rooms	Info not available
Total beds	128		

Inspection (as of December 15, 2015)			
Date of last inspection	30 Sep 2015	Reason for inspection	Follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	17		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.0%	13.6%
% of residents receiving recreation therapy	3.7%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	23.7%	24.6%
% of residents receiving depression medication	40.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	Info not available

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/dufferin-care-centre

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Dufferin Place QUICK FACTS
as of January 2016

Facility	Dufferin Place
Health authority	Vancouver Island
Street address	1200 Dufferin Cres.
City	Nanaimo
Postal code	V9S 2B7
Phone number	(250) 755-7632
Operator (name)	Vancouver Island Health
Opened	1978
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.93
Funded Allied Health hours per resident per day*	0.48
Total 2014/15 funded direct care hours per resident per day	3.41

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Accredited
Contact for complaints	Manager / Clinical Nurse Leader
Phone number of complaint contact	(250) 755-7654 / (250) 755-7632 x55992
Current language(s) spoken by staff	English, Tagalog, French, Dutch, Cantonese, Russian, Arabic
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	12
Short-term beds	32	Semi-private rooms	8
Long-term beds	114	Multi-person rooms	30
Total beds	146		

Inspection (as of December 15, 2015)			
Date of last inspection	28 Jul 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	59.3%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	32.7%	9.4%
% of residents diagnosed with depression	21.1%	24.6%
% of residents receiving depression medication	36.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/dufferin_place.htm

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Dunrovin Park Lodge QUICK FACTS
as of January 2016

Facility	Dunrovin Park Lodge
Health authority	Northern Health
Street address	900 St Laurent Avenue
City	Quesnel
Postal code	V2J 3S3
Phone number	(250) 985-5800
Operator (name)	Northern Health
Opened	2010
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.22
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Residential Care Manager
Phone number of complaint contact	(250) 985-5624
Current language(s) spoken by staff	English, Filipino, French, First Nations, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	107
Short-term beds	0	Semi-private rooms	3
Long-term beds	117	Multi-person rooms	0
Total beds	117		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Aug 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	3	Other injury	1
Food or other poisoning	0	Aggression between persons in care	5
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	7.6%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	18.7%	24.6%
% of residents receiving depression medication	51.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Dunrovin%20Park%20Lodge%20Residential%20Care-July%202014.pdf

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Eagle Park Health Care Facility QUICK FACTS
as of January 2016

Facility	Eagle Park Health Care Facility
Health authority	Vancouver Island
Street address	777 Jones St
City	Qualicum Beach
Postal code	V9K 2L1
Phone number	(250) 947-8220
Operator (name)	Vancouver Island Health
Opened	1994
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.14

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Clinical Nurse Leader
Phone number of complaint contact	(250) 947-8220x39105
Current language(s) spoken by staff	English, French, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	55
Short-term beds	0	Semi-private rooms	20
Long-term beds	75	Multi-person rooms	0
Total beds	75		

Inspection (as of December 15, 2015)			
Date of last inspection	1 Oct 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	49.5%	13.6%
% of residents receiving recreation therapy	3.6%	25.2%
% of residents receiving occupational therapy	51.1%	9.4%
% of residents diagnosed with depression	30.8%	24.6%
% of residents receiving depression medication	53.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/eagle_park.htm

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Eagle Ridge Manor QUICK FACTS
as of January 2016

Facility	Eagle Ridge Manor
Health authority	Vancouver Island
Street address	9120 Granville St.
City	Port Hardy
Postal code	V0N 2P0
Phone number	(250) 902-6043
Operator (name)	Vancouver Island Health
Opened	2000
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.19
Funded Allied Health hours per resident per day*	0.34
Total 2014/15 funded direct care hours per resident per day	3.53

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Nurse Leader
Phone number of complaint contact	(250) 902-6044
Current language(s) spoken by staff	English, German, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	22
Short-term beds	1	Semi-private rooms	0
Long-term beds	21	Multi-person rooms	0
Total beds	22		

Inspection (as of December 15, 2015)			
Date of last inspection	31 Aug 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0% **	13.6%
% of residents receiving recreation therapy	0.0% **	25.2%
% of residents receiving occupational therapy	0.0% **	9.4%
% of residents diagnosed with depression	24.7%	24.6%
% of residents receiving depression medication	62.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	61%	31%
Daily physical restraints	19%	11%

* Source: Canadian Institute for Health Information
** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/eagle_ridge_manor.htm

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Eagle Ridge Manor (ECU) QUICK FACTS
as of January 2016

Facility	Eagle Ridge Manor (ECU)
Health authority	Fraser Health
Street address	475 Guildford Way
City	Port Moody
Postal code	V3H 3W9
Phone number	(604) 469-3211
Operator (name)	Fraser Health
Opened	Info not available
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Clinical Service Manager
Phone number of complaint contact	(604) 469-3213
Current language(s) spoken by staff	English, Chinese, French, Punjabi, Cantonese
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	39
Short-term beds	0	Semi-private rooms	18
Long-term beds	75	Multi-person rooms	0
Total beds	75		

Inspection (as of December 15, 2015)			
Date of last inspection	26 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.6%	13.6%
% of residents receiving recreation therapy	49.1%	25.2%
% of residents receiving occupational therapy	14.5%	9.4%
% of residents diagnosed with depression	10.2%	24.6%
% of residents receiving depression medication	60.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	15%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/eagle-ridge-manor

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Echo Village QUICK FACTS
as of January 2016

Facility	Echo Village
Health authority	Vancouver Island
Street address	4200 10th Avenue
City	Port Alberni
Postal code	V9Y 4X3
Phone number	(250) 724-1090
Operator (name)	Alberni-Clayoquot Continuing Care Society
Opened	1991
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.29

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care / Executive Director
Phone number of complaint contact	(250) 724-6541x249 / (250) 724-6541x232
Current language(s) spoken by staff	English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	67
Short-term beds	0	Semi-private rooms	0
Long-term beds	67	Multi-person rooms	0
Total beds	67		

Inspection (as of December 15, 2015)			
Date of last inspection	14 Aug 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	11.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	22.7%	24.6%
% of residents receiving depression medication	52.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Specialty equipment

Link to web page
http://www.viha.ca/hcc/residential/locations/echo_village.htm

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Eden Care Centre QUICK FACTS
as of January 2016

Facility	Eden Care Centre
Health authority	Fraser Health
Street address	9100 Charles Street
City	Chilliwack
Postal code	V2P 5K6
Phone number	(604) 792-8166
Operator (name)	Fraser Valley Care Centre Management Ltd.
Opened	1973
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.52
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 792-8166
Current language(s) spoken by staff	English, French, German, Czech, East Indian, Tagalog, Dutch, Cantonese, Mandarin, Yoruba, Hungarian, First Nations
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	89
Short-term beds	0	Semi-private rooms	0
Long-term beds	89	Multi-person rooms	0
Total beds	89		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	9 Dec 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	3	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	21	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	2

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.9%	13.6%
% of residents receiving recreation therapy	69.0%	25.2%
% of residents receiving occupational therapy	1.7%	9.4%
% of residents diagnosed with depression	14.5%	24.6%
% of residents receiving depression medication	43.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38%	31%
Daily physical restraints	53%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	As required specialized products

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/eden-care-centre

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Elim, The Harrison QUICK FACTS
as of January 2016

Facility	Elim, The Harrison
Health authority	Fraser Health
Street address	8987 160 St.
City	Surrey
Postal code	V4N 2X8
Phone number	(604) 587-8999
Operator (name)	Elim Housing Society
Opened	2009
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.81
Funded Allied Health hours per resident per day*	0.21
Total 2014/15 funded direct care hours per resident per day	3.01

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	38	Private rooms	112
Short-term beds	0	Semi-private rooms	6
Long-term beds	80	Multi-person rooms	0
Total beds	118		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	1 Dec 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	14	Other injury	1
Food or other poisoning	1	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.6%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	22.7%	24.6%
% of residents receiving depression medication	51.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Sundries, specialty services

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/the-harrison-at-elim-village

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Evergreen Baptist Home QUICK FACTS
as of January 2016

Facility	Evergreen Baptist Home
Health authority	Fraser Health
Street address	1550 Oxford St
City	White Rock
Postal code	V4B 3R5
Phone number	(604) 536-3344
Operator (name)	Evergreen Heights Baptist Housing Society
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.57
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	2.84

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Dec 2017
Accreditation status	Exemplary
Contact for complaints	Executive Director of Care
Phone number of complaint contact	(604) 541-3838
Current language(s) spoken by staff	Tagalog, Punjabi, Japanese, Arabic, Spanish, Mandarin, Hindi, Cantonese, Mandarin, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	153
Short-term beds	0	Semi-private rooms	2
Long-term beds	157	Multi-person rooms	0
Total beds	157		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 Mar 2015	Reason for licensing inspection	Follow up

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	5
Fall with injury/Adverse event	14	Other injury	5
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	0.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	15.8%	24.6%
% of residents receiving depression medication	49.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/evergreen-baptist-care-home

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Evergreen House EC (Lions Gate Hospital) QUICK FACTS

as of January 2016

Facility	Evergreen House EC (Lions Gate Hospital)
Health authority	Vancouver Coastal
Street address	231 East 15th Street
City	North Vancouver
Postal code	V7L 2L7
Phone number	(604) 988-3131
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day*	0.29
Total 2014/15 funded direct care hours per resident per day	3.26

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	22
Short-term beds	0	Semi-private rooms	9
Long-term beds	288	Multi-person rooms	62
Total beds	288		

Inspection (as of December 15, 2015)			
Date of last inspection	25 Sep 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	10		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	1	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	28.2%	13.6%
% of residents receiving recreation therapy	9.6%	25.2%
% of residents receiving occupational therapy	18.3%	9.4%
% of residents diagnosed with depression	20.6%	24.6%
% of residents receiving depression medication	58.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Hairdressing, podiatry, dentistry

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/north-and-west-vancouver-residential-care/evergreen-house/

OFFICE OF THE
SENIORS ADVOCATE

Evergreen Seniors Home QUICK FACTS
as of January 2016

Facility	Evergreen Seniors Home
Health authority	Vancouver Island
Street address	635 Evergreen Rd
City	Campbell River
Postal code	V9W 3R7
Phone number	(250) 286-7274
Operator (name)	Evergreen Seniors Home Inc.
Opened	2005
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.27

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Mar 2017
Accreditation status	Primer Award
Contact for complaints	CEO / Administrator
Phone number of complaint contact	(250) 286-7274 ext 103
Current language(s) spoken by staff	English, French, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	12	Private rooms	34
Short-term beds	0	Semi-private rooms	1
Long-term beds	25	Multi-person rooms	0
Total beds	37		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	12 Mar 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	0	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0% **	13.6%
% of residents receiving recreation therapy	0.0% **	25.2%
% of residents receiving occupational therapy	0.0% **	9.4%
% of residents diagnosed with depression	11.0%	24.6%
% of residents receiving depression medication	69.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	8%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/evergreen_seniors_home.htm

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Fellburn Care Centre QUICK FACTS
as of January 2016

Facility	Fellburn Care Centre
Health authority	Fraser Health
Street address	6050 E. Hastings St.
City	Burnaby
Postal code	V5B 1R6
Phone number	(604) 412-6510
Operator (name)	Fraser Health
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 412-6504
Current language(s) spoken by staff	Iranian, Bulgarian, Cambodian, Norwegian, Fijian, Polish, Hungarian, Italian, English, Hindi, Filipino, Tagalog, Punjabi, Cantonese, Vietnamese, Mandarin Spanish, Korean
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	11
Short-term beds	0	Semi-private rooms	19
Long-term beds	110	Multi-person rooms	15
Total beds	110		

Inspection (as of December 15, 2015)			
Date of last inspection	2 Feb 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	10		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	18.8%	13.6%
% of residents receiving recreation therapy	33.7%	25.2%
% of residents receiving occupational therapy	63.0%	9.4%
% of residents diagnosed with depression	23.3%	24.6%
% of residents receiving depression medication	40.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/fellburn-care-centre

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Finnish Home QUICK FACTS
as of January 2016

Facility	Finnish Home
Health authority	Vancouver Coastal
Street address	2288 Harrison Drive
City	Vancouver
Postal code	V5P 2P6
Phone number	(604) 325-8241
Operator (name)	Finnish Canadian Rest Home Association
Opened	1979
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.63
Funded Allied Health hours per resident per day*	0.20
Total 2014/15 funded direct care hours per resident per day	2.83

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care / Administrator
Phone number of complaint contact	(604) 325-8241
Current language(s) spoken by staff	Finnish, English, Bosnian, Tagalog, Mandarin, Polish, Italian, Punjabi, Japanese, Taiwanese, Farsi, Dutch, Swedish
Visitor parking	No
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	64
Short-term beds	0	Semi-private rooms	0
Long-term beds	64	Multi-person rooms	0
Total beds	64		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Oct 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	11	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	24.6%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.4%	9.4%
% of residents diagnosed with depression	32.1%	24.6%
% of residents receiving depression medication	67.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/finnish-home/

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Finnish Manor QUICK FACTS
as of January 2016

Facility	Finnish Manor
Health authority	Fraser Health
Street address	3460 Kalyk Avenue
City	Burnaby
Postal code	V5G 3B2
Phone number	(604) 434-2666
Operator (name)	Finnish Canadian Resthome Association
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.45
Funded Allied Health hours per resident per day*	0.34
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator / Director of Care
Phone number of complaint contact	(604) 434-2666
Current language(s) spoken by staff	English, Finnish, Gujarati, Punjabi, Mandarin, Cantonese, Polish, Korean, Russian, Slovakian, Hungarian, Hindi, Japanese, Swedish, Fijian, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	12
Short-term beds	0	Semi-private rooms	18
Long-term beds	60	Multi-person rooms	3
Total beds	60		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 May 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	1
Food or other poisoning	1	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	23.1%	13.6%
% of residents receiving recreation therapy	7.1%	25.2%
% of residents receiving occupational therapy	0.4%	9.4%
% of residents diagnosed with depression	22.0%	24.6%
% of residents receiving depression medication	35.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/finnish-manor

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SENIORS ADVOCATE

Fir Park Village QUICK FACTS
as of January 2016

Facility	Fir Park Village
Health authority	Vancouver Island
Street address	4411 Wallace Street
City	Port Alberni
Postal code	V9Y 7Y5
Phone number	(250) 724-6541
Operator (name)	Alberni-Clayoquot Continuing Care Society
Opened	1991
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Executive Director / Manager
Phone number of complaint contact	(250) 724-6541 ext 232 / (250) 724-6541 ext 249
Current language(s) spoken by staff	English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	1	Private rooms	66
Short-term beds	0	Semi-private rooms	0
Long-term beds	66	Multi-person rooms	0
Total beds	67		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	30 Sep 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	2
Fall with injury/Adverse event	15	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	5	Number substantiated licensing complaints	3

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	29.4%	25.2%
% of residents receiving occupational therapy	0.8%	9.4%
% of residents diagnosed with depression	20.8%	24.6%
% of residents receiving depression medication	51.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Specialty equipment, drug not otherwise covered

Link to web page
http://www.viha.ca/hcc/residential/locations/fir_park_village.htm

OFFICE OF THE
SENIORS ADVOCATE

Fischer Place/Mill Site Lodge QUICK FACTS
as of January 2016

Facility	Fischer Place/Mill Site Lodge
Health authority	Interior Health
Street address	555 Cedar Ave. South
City	100 Mile House
Postal code	V0K 2E0
Phone number	(250) 395-7696
Operator (name)	Interior Health
Opened	1987
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily

Funded nursing care hours per resident per day	2.91
Funded Allied Health hours per resident per day*	0.41
Total 2014/15 funded direct care hours per resident per day	3.32

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator
Phone number of complaint contact	250-395-7628
Current language(s) spoken by staff	Info not available
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	79
Short-term beds	6	Semi-private rooms	0
Long-term beds	73	Multi-person rooms	0
Total beds	79		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Mar 2015	Reason for inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	11	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	1.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	32.1%	24.6%
% of residents receiving depression medication	52.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	49%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mill%20Site%20Lodge%20and%20Fischer%20Place

OFFICE OF THE
SENIORS ADVOCATE

Fleetwood Place QUICK FACTS
as of January 2016

Facility	Fleetwood Place
Health authority	Fraser Health
Street address	16011 83rd Ave
City	Surrey
Postal code	V3S 8M2
Phone number	(604) 590-6860
Operator (name)	Ahmon Group
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Exemplary
Contact for complaints	VP-Management / Director of Care
Phone number of complaint contact	(604) 590-6860 ext 1109 / (604) 590-6860 ext 1108
Current language(s) spoken by staff	English, Punjabi, Tagalog, Korean
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	13	Private rooms	108
Short-term beds	0	Semi-private rooms	0
Long-term beds	99	Multi-person rooms	0
Total beds	112		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	20 Aug 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	3	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	59.3%	13.6%
% of residents receiving recreation therapy	72.8%	25.2%
% of residents receiving occupational therapy	5.9%	9.4%
% of residents diagnosed with depression	10.9%	24.6%
% of residents receiving depression medication	38.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	15%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Info not available
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/fleetwood-place

OFFICE OF THE
SENIORS ADVOCATE

Forestview QUICK FACTS
as of January 2016

Facility	Forestview
Health authority	Interior Health
Street address	640 Park Dr.
City	Clearwater
Postal code	V0E 1N1
Phone number	(250) 674-2244
Operator (name)	Interior Health
Opened	2002
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily
Funded nursing care hours per resident per day	2.96
Funded Allied Health hours per resident per day*	0.41
Total 2014/15 funded direct care hours per resident per day	3.37

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Residential Care Coordinator
Phone number of complaint contact	(250) 674-4100
Current language(s) spoken by staff	English, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	21
Short-term beds	2	Semi-private rooms	0
Long-term beds	19	Multi-person rooms	0
Total beds	21		

Inspection (as of December 15, 2015)			
Date of last inspection	15 Jan 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.3%	13.6%
% of residents receiving recreation therapy	13.1%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	17.2%	24.6%
% of residents receiving depression medication	21.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Forest%20View%20Place

OFFICE OF THE
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Fort Nelson Multi Level Unit QUICK FACTS
as of January 2016

Facility	Fort Nelson Multi Level Unit
Health authority	Northern Health
Street address	5315 Liard St Box 6o
City	Fort Nelson
Postal code	V0C 1R0
Phone number	(250) 774-8100
Operator (name)	Northern Health
Opened	1905
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.33
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	2.33

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Nurse Manager
Phone number of complaint contact	(250) 774-8100
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	7
Short-term beds	0	Semi-private rooms	0
Long-term beds	7	Multi-person rooms	0
Total beds	7		

Inspection (as of December 15, 2015)			
Date of last inspection	12 Mar 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	56.0%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	39.3%	24.6%
% of residents receiving depression medication	39.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Fort%20Nelson%20Hosp%20Residential%20Care.pdf

OFFICE OF THE
SENIORS ADVOCATE

Fraser Hope Lodge QUICK FACTS
as of January 2016

Facility	Fraser Hope Lodge
Health authority	Fraser Health
Street address	1275-7th Avenue Rr2
City	Hope
Postal code	V0X 1L0
Phone number	(604) 860-7706
Operator (name)	Fraser Health
Opened	1991
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 860-7735
Current language(s) spoken by staff	English, French, Spanish, Tagalog, Cantonese, Mandarin, German, Croatian, Finnish, Greek
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	46
Short-term beds	1	Semi-private rooms	2
Long-term beds	49	Multi-person rooms	0
Total beds	50		

Inspection (as of December 15, 2015)			
Date of last inspection	3 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	35.9%	13.6%
% of residents receiving recreation therapy	34.7%	25.2%
% of residents receiving occupational therapy	0.6%	9.4%
% of residents diagnosed with depression	28.4%	24.6%
% of residents receiving depression medication	46.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/locations/our-locations?&site_id=1770

OFFICE OF THE
SENIORS ADVOCATE

Fraserview Retirement Community QUICK FACTS

as of January 2016

Facility	Fraserview Retirement Community
Health authority	Vancouver Coastal
Street address	9580 Williams Road
City	Richmond
Postal code	V7A 1H2
Phone number	(604) 274-3510
Operator (name)	Kevin Svoboda
Opened	1992
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day*	0.18
Total 2014/15 funded direct care hours per resident per day	2.66

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2018
Accreditation status	Exemplary
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 274-3510
Current language(s) spoken by staff	English, German, Ukrainian, Polish, Punjabi, Tagalog, Mandarin, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	33
Short-term beds	0	Semi-private rooms	37
Long-term beds	105	Multi-person rooms	0
Total beds	107		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Dec 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	1
Abuse/neglect	1	Missing or wandering person	6
Fall with injury/Adverse event	8	Other injury	4
Food or other poisoning	1	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.6%	13.6%
% of residents receiving recreation therapy	27.8%	25.2%
% of residents receiving occupational therapy	1.3%	9.4%
% of residents diagnosed with depression	24.1%	24.6%
% of residents receiving depression medication	22.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Info not available
Personal telephone monthly service	No	Other fees	Speciality products

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/richmond-residential-care/fraserview-intermediate-care-lodge/

OFFICE OF THE
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Gateway Lodge Complex Care QUICK FACTS
as of January 2016

Facility	Gateway Lodge Complex Care
Health authority	Northern Health
Street address	1488 20th Ave.
City	Prince George
Postal code	V2L 0A5
Phone number	(250) 645-6100
Operator (name)	Northern Health
Opened	2010
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	2.90

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 565-5566
Current language(s) spoken by staff	French, Swahili, Kirundi, Chewa, Ukrainian, Hindi, German, Filipino, Malayan
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	120
Short-term beds	11	Semi-private rooms	0
Long-term beds	109	Multi-person rooms	0
Total beds	120		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 Jan 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	9	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.6%	13.6%
% of residents receiving recreation therapy	79.7%	25.2%
% of residents receiving occupational therapy	9.0%	9.4%
% of residents diagnosed with depression	31.1%	24.6%
% of residents receiving depression medication	53.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	32%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Gateway%20Lodge%20Residential%20Care-July%202014.pdf

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George Derby Centre QUICK FACTS
as of January 2016

Facility	George Derby Centre
Health authority	Fraser Health
Street address	7550 Cumberland St
City	Burnaby
Postal code	V3N 3X5
Phone number	(604) 521-2676
Operator (name)	George Derby Care Society
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.65
Funded Allied Health hours per resident per day*	0.15
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2019
Accreditation status	Accredited
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 521-2676
Current language(s) spoken by staff	English, Punjabi, Hindi, Cantonese, Mandarin, Italian, Polish, Farsi, Croatian, French, Tagalog, Spanish, Portuguese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	284
Short-term beds	0	Semi-private rooms	8
Long-term beds	300	Multi-person rooms	0
Total beds	300		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	29 Jan 2016	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	5
Fall with injury/Adverse event	58	Other injury	3
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	4	Number substantiated licensing complaints	3

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	28.6%	13.6%
% of residents receiving recreation therapy	27.8%	25.2%
% of residents receiving occupational therapy	2.5%	9.4%
% of residents diagnosed with depression	13.4%	24.6%
% of residents receiving depression medication	37.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/george-derby-centre

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George Pearson QUICK FACTS
as of January 2016

Facility	George Pearson
Health authority	Vancouver Coastal
Street address	700 West 57th Ave.
City	Vancouver
Postal code	V6P 1S1
Phone number	(604) 321-3231
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	4.86
Funded Allied Health hours per resident per day*	0.88
Total 2014/15 funded direct care hours per resident per day	5.74

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2016
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 322-8308
Current language(s) spoken by staff	English, Spanish, Mandarin, Cantonese, Hindi, Tagalog, French, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	54
Short-term beds	0	Semi-private rooms	13
Long-term beds	114	Multi-person rooms	7
Total beds	114		

Inspection (as of December 15, 2015)			
Date of last inspection	19 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	6		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	4	Number substantiated complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	65.7%	13.6%
% of residents receiving recreation therapy	59.1%	25.2%
% of residents receiving occupational therapy	24.4%	9.4%
% of residents diagnosed with depression	11.8%	24.6%
% of residents receiving depression medication	46.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	49%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/george-pearson-centre/

OFFICE OF THE
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German Canadian Care Home QUICK FACTS
as of January 2016

Facility	German Canadian Care Home
Health authority	Vancouver Coastal
Street address	2010 Harrison Drive
City	Vancouver
Postal code	V5P 2P6
Phone number	(604) 713-6500
Operator (name)	German Canadian Homes Society
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2016
Accreditation status	Exemplary
Contact for complaints	CEO
Phone number of complaint contact	(604) 713-6503
Current language(s) spoken by staff	English, German, Polish, Hungarian, Mandarin, Cantonese, Tagalog, Farsi, Romanian, Bulgarian, Japanese, Russian, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	76
Short-term beds	0	Semi-private rooms	29
Long-term beds	132	Multi-person rooms	0
Total beds	134		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	3 Dec 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	5
Fall with injury/Adverse event	16	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	9.6%	13.6%
% of residents receiving recreation therapy	80.1%	25.2%
% of residents receiving occupational therapy	77.9%	9.4%
% of residents diagnosed with depression	20.6%	24.6%
% of residents receiving depression medication	44.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/german-canadian-care-home/

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Gillis House QUICK FACTS
as of January 2016

Facility	Gillis House
Health authority	Interior Health
Street address	1699 Tutill Court
City	Merritt
Postal code	V1K 1B8
Phone number	(250) 378-3271
Operator (name)	Interior Health
Opened	1981
Councils	Separate Resident & Family Councils
Meetings held	Info not available
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.98
Funded Allied Health hours per resident per day*	0.46
Total 2014/15 funded direct care hours per resident per day	3.44

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	Info not available
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Terri Stockwell
Phone number of complaint contact	(250) 378-3252
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	52
Short-term beds	8	Semi-private rooms	7
Long-term beds	66	Multi-person rooms	2
Total beds	74		

Inspection (as of December 15, 2015)			
Date of last inspection	2 Nov 2015	Reason for inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	11	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.6%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	26.5%	24.6%
% of residents receiving depression medication	44.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	60%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Gillis%20House

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Glacier View Lodge QUICK FACTS
as of January 2016

Facility	Glacier View Lodge
Health authority	Vancouver Island
Street address	2450 Back Road
City	Courtenay
Postal code	V9N 8B5
Phone number	(250) 339-1409
Operator (name)	Glacier View Lodge Society
Opened	1991
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Exemplary
Contact for complaints	Executive Director
Phone number of complaint contact	(250) 338-1421 ext 225
Current language(s) spoken by staff	English, French, Tagalog, Farsi, Spanish, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	102
Short-term beds	1	Semi-private rooms	0
Long-term beds	101	Multi-person rooms	0
Total beds	102		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Jul 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	10	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	2

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	17.3%	13.6%
% of residents receiving recreation therapy	15.3%	25.2%
% of residents receiving occupational therapy	4.9%	9.4%
% of residents diagnosed with depression	37.6%	24.6%
% of residents receiving depression medication	54.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	23%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/glacier_view_lodge.htm

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Glengarry Hospital QUICK FACTS
as of January 2016

Facility	Glengarry Hospital
Health authority	Vancouver Island
Street address	1780 Fairfield Rd.
City	Victoria
Postal code	V8S 1G7
Phone number	(250) 370-5736
Operator (name)	Vancouver Island Health
Opened	1965
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.93
Funded Allied Health hours per resident per day*	0.29
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Shelley Gurvey
Phone number of complaint contact	(250) 370-5736
Current language(s) spoken by staff	English, German, Farsi, French, Tagalog, Punjabi, Spanish, Mandarin, Korean
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	10
Short-term beds	0	Semi-private rooms	18
Long-term beds	135	Multi-person rooms	34
Total beds	135		

Inspection (as of December 15, 2015)			
Date of last inspection	30 Sep 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.7%	13.6%
% of residents receiving recreation therapy	48.1%	25.2%
% of residents receiving occupational therapy	72.1%	9.4%
% of residents diagnosed with depression	32.4%	24.6%
% of residents receiving depression medication	53.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/glengarry.htm

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Glenwarren Private Hospital QUICK FACTS
as of January 2016

Facility	Glenwarren Private Hospital
Health authority	Vancouver Island
Street address	1230 Balmoral Rd
City	Victoria
Postal code	V8T 1B3
Phone number	(250) 383-2323
Operator (name)	Revera Long Term Care Inc.
Opened	1967
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2017
Accreditation status	Commendation
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 383-2323 x225
Current language(s) spoken by staff	English, French, Afrikaans, Punjabi, Burmese, Tagalog, Polish, Portuguese, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	29	Private rooms	46
Short-term beds	0	Semi-private rooms	20
Long-term beds	101	Multi-person rooms	11
Total beds	130		

Inspection (as of December 15, 2015)			
Date of last inspection	5 Nov 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	4.1%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	31.0%	24.6%
% of residents receiving depression medication	63.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/glenwarren.htm

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Glenwood Care Centre QUICK FACTS
as of January 2016

Facility	Glenwood Care Centre
Health authority	Fraser Health
Street address	1458 Glenwood Dr
City	Agassiz
Postal code	V0M 1A0
Phone number	(604) 796-9202
Operator (name)	Leyen Holdings Ltd
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.60
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	2.91

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2019
Accreditation status	Accredited
Contact for complaints	Team Leader / Director of Care
Phone number of complaint contact	(604) 796-9202
Current language(s) spoken by staff	English, German, Dutch, Punjabi, Hindi, Tagalog, Japanese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	8	Private rooms	37
Short-term beds	0	Semi-private rooms	0
Long-term beds	29	Multi-person rooms	0
Total beds	37		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 Aug 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	3	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	2.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	38.5%	24.6%
% of residents receiving depression medication	46.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	5%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/glenwood-care-centre

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SENIORS ADVOCATE

Good Samaritan Wexford Creek QUICK FACTS
as of January 2016

Facility	Good Samaritan Wexford Creek
Health authority	Vancouver Island
Street address	80 10th Street
City	Nanaimo
Postal code	V9R 0A8
Phone number	(250) 753-4044
Operator (name)	Good Samaritan Canada
Opened	2008
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Commendation
Contact for complaints	Site Manager
Phone number of complaint contact	(250) 739-5200
Current language(s) spoken by staff	English, French, Filipino, Croatian, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	110
Short-term beds	0	Semi-private rooms	0
Long-term beds	110	Multi-person rooms	0
Total beds	110		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Jun 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	20	Other injury	4
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.0%	13.6%
% of residents receiving recreation therapy	20.0%	25.2%
% of residents receiving occupational therapy	6.3%	9.4%
% of residents diagnosed with depression	28.9%	24.6%
% of residents receiving depression medication	57.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/wexford_creek.htm

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Gorge Road Hospital QUICK FACTS
as of January 2016

Facility	Gorge Road Hospital
Health authority	Vancouver Island
Street address	63 Gorge Road East
City	Victoria
Postal code	V9A 1L2
Phone number	Arbutus View: (250) 519-3510 / Water View: (250) 519-3514
Operator (name)	Vancouver Island Health
Opened	1953
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	3.18

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 519-3501
Current language(s) spoken by staff	Filipino, French, English, Mandarin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	11
Short-term beds	2	Semi-private rooms	4
Long-term beds	109	Multi-person rooms	27
Total beds	111		

Inspection (as of December 15, 2015)			
Date of last inspection	27 Mar 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.5%	13.6%
% of residents receiving recreation therapy	57.3%	25.2%
% of residents receiving occupational therapy	54.0%	9.4%
% of residents diagnosed with depression	35.6%	24.6%
% of residents receiving depression medication	48.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/gorge_road_hospital.htm

OFFICE OF THE
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Greenwoods QUICK FACTS
as of January 2016

Facility	Greenwoods
Health authority	Vancouver Island
Street address	133 Blain Road
City	Salt Spring Island
Postal code	V8K 1Z9
Phone number	(250) 537-5561
Operator (name)	Greenwoods Elder Care Society
Opened	1979
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Info not available
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	51
Short-term beds	1	Semi-private rooms	0
Long-term beds	50	Multi-person rooms	0
Total beds	51		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	25 Aug 2015	Reason for licensing inspection	Follow up

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	2	Medication error with adverse event	1
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	6	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	7	Number substantiated licensing complaints	5

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.0%	13.6%
% of residents receiving recreation therapy	2.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	35.3%	24.6%
% of residents receiving depression medication	54.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/greenwoods.htm

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Guildford Seniors QUICK FACTS
as of January 2016

Facility	Guildford Seniors
Health authority	Fraser Health
Street address	14568 104a Ave.
City	Surrey
Postal code	V3R 1R3
Phone number	(604) 582-0808
Operator (name)	Retirement Concepts
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day*	0.18
Total 2014/15 funded direct care hours per resident per day	2.71

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	General Manager and Director of Care
Phone number of complaint contact	(604) 582-0808
Current language(s) spoken by staff	Hindi, Punjabi, English, Korean, Spanish, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	38	Private rooms	98
Short-term beds	0	Semi-private rooms	0
Long-term beds	82	Multi-person rooms	0
Total beds	120		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 Jun 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	20	Other injury	1
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.0%	13.6%
% of residents receiving recreation therapy	77.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	26.9%	24.6%
% of residents receiving depression medication	54.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	31%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/guildford-seniors-village

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SENIORS ADVOCATE

Hardy View Lodge QUICK FACTS
as of January 2016

Facility	Hardy View Lodge
Health authority	Interior Health
Street address	7649 22nd St.
City	Grand Forks
Postal code	V0H 1H0
Phone number	(250) 443-2100
Operator (name)	Interior Health
Opened	1982
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.28

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(250) 443-2128
Current language(s) spoken by staff	Russian, French, English, Filipino, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	78
Short-term beds	4	Semi-private rooms	2
Long-term beds	76	Multi-person rooms	0
Total beds	80		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 Jun 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	4	Missing or wandering person	2
Fall with injury/Adverse event	3	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	46.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	25.4%	24.6%
% of residents receiving depression medication	37.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Hardy%20View%20Lodge

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Harmony Court Care Centre QUICK FACTS
as of January 2016

Facility	Harmony Court Care Centre
Health authority	Fraser Health
Street address	7195 Canada Way
City	Burnaby
Postal code	V5E 3R7
Phone number	(604) 527-3300
Operator (name)	Age Care Investment Ltd.
Opened	1976
Councils	Family Only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.32
Funded Allied Health hours per resident per day *	0.29
Total 2014/15 funded direct care hours per resident per day	2.61

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Exemplary
Contact for complaints	General Manager / Director of Care
Phone number of complaint contact	(604) 527-3300
Current language(s) spoken by staff	English, French, Thai, Greek, Cantonese, Persian, Mandarin, Hindi, Spanish, Italian, Vietnamese, Hungarian, Tagalog, Punjabi, Farsi, Patwah
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	32
Short-term beds	0	Semi-private rooms	24
Long-term beds	55	Multi-person rooms	0
Special Care Plus Unit beds	25		
Total beds	80		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	8 May 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	3
Fall with injury/Adverse event	13	Other injury	1
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	16	Number substantiated licensing complaints	13

Care Services & Quality* 2014-15	Facility (not including special care unit)	Special Care Plus Unit	BC
% of residents receiving physical therapy	0.0%**	5.7%	13.6%
% of residents receiving recreation therapy	0.0%**	61.7%	25.2%
% of residents receiving occupational therapy	0.0%**	0.9%	9.4%
% of residents diagnosed with depression	12.4%	20.7%	24.6%
% of residents receiving depression medication	52.4%	26.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19%	24%	31%
Daily physical restraints	0%	25%	11%

* Source: Canadian Institute for Health Information
** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	Info Not Available

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/harmony-court-care-centre

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Haro Park Centre QUICK FACTS
as of January 2016

Facility	Haro Park Centre
Health authority	Vancouver Coastal
Street address	1233 Haro Street
City	Vancouver
Postal code	V6E 3Y5
Phone number	(604) 687-5584
Operator (name)	Haro Park Centre Society
Opened	1980
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.45
Funded Allied Health hours per resident per day*	0.17
Total 2014/15 funded direct care hours per resident per day	2.62

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2019
Accreditation status	Commendation
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 687-5584 ext 224
Current language(s) spoken by staff	English and other European & Asian languages
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	154
Short-term beds	0	Semi-private rooms	0
Long-term beds	154	Multi-person rooms	0
Total beds	154		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	7 Apr 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	1	Missing or wandering person	3
Fall with injury/Adverse event	18	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	9.2%	13.6%
% of residents receiving recreation therapy	43.4%	25.2%
% of residents receiving occupational therapy	1.0%	9.4%
% of residents diagnosed with depression	35.5%	24.6%
% of residents receiving depression medication	50.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	44%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	Yes	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/haro-park-centre-society/

OFFICE OF THE
SENIORS ADVOCATE

Haven Hill QUICK FACTS
as of January 2016

Facility	Haven Hill
Health authority	Interior Health
Street address	415 Haven Hill Road
City	Penticton
Postal code	V2A 4E9
Phone number	(250) 492-2600
Operator (name)	A.C.M.C.J. Holdings Ltd
Opened	1992
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.01
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	3.24

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	152
Short-term beds	0	Semi-private rooms	0
Long-term beds	148	Multi-person rooms	0
Total beds	152		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Mar 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	0
Fall with injury/Adverse event	22	Other injury	5
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	12.1%	13.6%
% of residents receiving recreation therapy	16.4%	25.2%
% of residents receiving occupational therapy	0.7%	9.4%
% of residents diagnosed with depression	28.1%	24.6%
% of residents receiving depression medication	40.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43%	31%
Daily physical restraints	24%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Info not available	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Haven%20Hill%20Retirement%20Centre

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Hawthorne Seniors Care Community QUICK FACTS

as of January 2016

Facility	Hawthorne Seniors Care Community
Health authority	Fraser Health
Street address	2111 Hawthorne Ave
City	Port Coquitlam
Postal code	V3C 1W3
Phone number	(604) 941-4051
Operator (name)	Port Coquitlam Senior Citizens' Housing Society
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	3.16

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Nov 2018
Accreditation status	Accredited
Contact for complaints	Director, Resident Services
Phone number of complaint contact	(604) 468-5023
Current language(s) spoken by staff	English, Punjabi, Tagalog, Mandarin, Cantonese, Korean, Russian, Urdu, Romanian, Polish, French, Farsi, Arabic, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	73
Short-term beds	0	Semi-private rooms	29
Long-term beds	131	Multi-person rooms	0
Total beds	131		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Feb 2015	Reason for inspection	Complaint
Incidents 2014-15	**Quantity**		
Serious adverse events	14		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	0.2%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	15.9%	24.6%
% of residents receiving depression medication	52.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/hawthorne-care-centre

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Henry Durand Manor QUICK FACTS
as of January 2016

Facility	Henry Durand Manor
Health authority	Interior Health
Street address	803 9th St South
City	Golden
Postal code	V0A 1H0
Phone number	(250) 344-3042
Operator (name)	Interior Health
Opened	1980
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.17

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Residential Care Co-ordinator
Phone number of complaint contact	(250) 344-3006
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	28
Short-term beds	2	Semi-private rooms	0
Long-term beds	26	Multi-person rooms	0
Total beds	28		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	11 Aug 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	6	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.5%	13.6%
% of residents receiving recreation therapy	3.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	45.4%	24.6%
% of residents receiving depression medication	67.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	37%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Henry%20M.%20Durand%20Manor

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Heritage Square QUICK FACTS
as of January 2016

Facility	Heritage Square
Health authority	Interior Health
Street address	3904 27th St.
City	Vernon
Postal code	V1T 4X7
Phone number	(250) 545-2060
Operator (name)	Kaigo Retirement Communities Ltd.
Opened	2004
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2017
Accreditation status	Commendation
Contact for complaints	Regional Manager
Phone number of complaint contact	(250) 545-2060 ext 108
Current language(s) spoken by staff	English, Filipino, Russian, Japanese, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	50
Short-term beds	0	Semi-private rooms	0
Long-term beds	50	Multi-person rooms	0
Total beds	50		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	30 Apr 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	8	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	23.2%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	22.6%	9.4%
% of residents diagnosed with depression	39.6%	24.6%
% of residents receiving depression medication	59.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Heritage%20Square

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Heritage Village QUICK FACTS
as of January 2016

Facility	Heritage Village
Health authority	Fraser Health
Street address	7525 Topaz Dr
City	Chilliwack
Postal code	V2R 3C9
Phone number	(604) 858-1833
Operator (name)	Fraser Health
Opened	1993
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(604) 858-1833
Current language(s) spoken by staff	Ukrainian, Polish, Dutch, German, French, English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	64
Short-term beds	0	Semi-private rooms	12
Long-term beds	100	Multi-person rooms	3
Total beds	100		

Inspection (as of December 15, 2015)			
Date of last inspection	18 Feb 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.6%	13.6%
% of residents receiving recreation therapy	42.0%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	16.3%	24.6%
% of residents receiving depression medication	60.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	41%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/heritage-village

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Heron Grove QUICK FACTS
as of January 2016

Facility	Heron Grove
Health authority	Interior Health
Street address	4904 - 20th Street
City	Vernon
Postal code	V1T 9W3
Phone number	(250) 542-6101
Operator (name)	The Good Samaritan Society
Opened	2007
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.89
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Commendation
Contact for complaints	Site Manager
Phone number of complaint contact	(250) 542-6101 ext 32222
Current language(s) spoken by staff	English, Punjabi, Croatian, German, Filipino
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	76
Short-term beds	0	Semi-private rooms	0
Long-term beds	76	Multi-person rooms	0
Total beds	76		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 Dec 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	0
Fall with injury/Adverse event	9	Other injury	3
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	15.7%	13.6%
% of residents receiving recreation therapy	18.5%	25.2%
% of residents receiving occupational therapy	8.2%	9.4%
% of residents diagnosed with depression	37.9%	24.6%
% of residents receiving depression medication	58.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21%	31%
Daily physical restraints	13%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Heron%20Grove

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Hillside Village QUICK FACTS
as of January 2016

Facility	Hillside Village
Health authority	Interior Health
Street address	2891 15 Ave NE
City	Salmon Arm
Postal code	V1E 2B8
Phone number	(250) 833-5877
Operator (name)	The Good Samaritan Society
Opened	2005
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.17
Total 2014/15 funded direct care hours per resident per day	3.17

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Commendation
Contact for complaints	Site Manager
Phone number of complaint contact	(250) 833-5877
Current language(s) spoken by staff	French, Russian, German, Ukrainian, Filipino, Polish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	112
Short-term beds	0	Semi-private rooms	0
Long-term beds	112	Multi-person rooms	0
Total beds	112		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	30 Oct 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	8
Fall with injury/Adverse event	25	Other injury	7
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.5%	13.6%
% of residents receiving recreation therapy	12.1%	25.2%
% of residents receiving occupational therapy	5.8%	9.4%
% of residents diagnosed with depression	34.4%	24.6%
% of residents receiving depression medication	52.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.gss.org/locations/british-columbia/salmon-arm/

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Hilltop House QUICK FACTS
as of January 2016

Facility	Hilltop House
Health authority	Vancouver Coastal
Street address	38146 Behrner Drive
City	Squamish
Postal code	V0N 3G0
Phone number	(604) 892-9337
Operator (name)	Vancouver Coastal Health
Opened	1984
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day*	0.16
Total 2014/15 funded direct care hours per resident per day	3.04

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 892-9020
Current language(s) spoken by staff	English, French, Dutch, Russian, Portuguese, Squamish Nation, Punjabi, Tagalog, Kenyan, Japanese, Hungarian, Iranian, Spanish, German, Arabic, Danish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	83
Short-term beds	1	Semi-private rooms	2
Long-term beds	78	Multi-person rooms	0
Total beds	79		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	5 Feb 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	5
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	18.9%	13.6%
% of residents receiving recreation therapy	14.7%	25.2%
% of residents receiving occupational therapy	2.0%	9.4%
% of residents diagnosed with depression	29.2%	24.6%
% of residents receiving depression medication	61.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/sea-to-sky-residential-care/hilltop-house/

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Hilton Villa QUICK FACTS
as of January 2016

Facility	Hilton Villa		
Health authority	Fraser Health	Regulation / Legislation	Community Care & Assisted Living Act
Street address	13525 Hilton Rd	Accredited	Yes
City	Surrey	Accreditation expiry date	May 2018
Postal code	V3R 5J3	Accreditation status	Commendation
Phone number	(604) 588-3424	Contact for complaints	Site Leader
Operator (name)	Park Place Seniors Living Inc.	Phone number of complaint contact	(604) 588-3424 ext 109
Opened	Info not available	Current language(s) spoken by staff	English, Tagalog, Punjabi, Hindi
Councils	Separate Resident & Family	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	No
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	2.33		
Funded Allied Health hours per resident per day*	0.27		
Total 2014/15 funded direct care hours per resident per day	2.61		

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	20	Private rooms	83
Short-term beds	0	Semi-private rooms	36
Long-term beds	154	Multi-person rooms	0
Total beds	174		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	10 Jul 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	2
Fall with injury/Adverse event	18	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	33.9%	13.6%
% of residents receiving recreation therapy	50.7%	25.2%
% of residents receiving occupational therapy	2.0%	9.4%
% of residents diagnosed with depression	13.8%	24.6%
% of residents receiving depression medication	39.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/hilton-villa-care-centre

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Holy Family Hospital QUICK FACTS
as of January 2016

Facility	Holy Family Hospital
Health authority	Vancouver Coastal
Street address	7801 Argyle St.
City	Vancouver
Postal code	V5P 3L6
Phone number	(604) 321-2661
Operator (name)	Providence Health Care Society
Opened	1980
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.94
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Nov 2017
Accreditation status	Exemplary
Contact for complaints	Operations Leader
Phone number of complaint contact	(604) 322-2650
Current language(s) spoken by staff	English, Punjabi, Hindi, Cantonese, Italian, Mandarin, Czech, Polish, Tagalog, French, Greek, Spanish, Dutch, German, Croatian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	9
Short-term beds	0	Semi-private rooms	6
Long-term beds	142	Multi-person rooms	21
Total beds	142		

Inspection (as of December 15, 2015)			
Date of last inspection	28 Oct 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	6		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	1	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	92.6%	13.6%
% of residents receiving recreation therapy	44.3%	25.2%
% of residents receiving occupational therapy	92.6%	9.4%
% of residents diagnosed with depression	19.1%	24.6%
% of residents receiving depression medication	41.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/holy-family-hospital/

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Holyrood Manor QUICK FACTS
as of January 2016

Facility	Holyrood Manor
Health authority	Fraser Health
Street address	22710 Holyrood Ave
City	Maple Ridge
Postal code	V2X 3E6
Phone number	(604) 467-8831
Operator (name)	Revera Long Term Care
Opened	Info not available
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	3.13

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Commendation
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 467-8831 ext. 222
Current language(s) spoken by staff	Info not available
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	Info not available
Short-term beds	1	Semi-private rooms	Info not available
Long-term beds	122	Multi-person rooms	Info not available
Total beds	123		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Aug 2015	Reason for inspection	Follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	19		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	50.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	35.1%	24.6%
% of residents receiving depression medication	49.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---maple-ridge/holyrood-manor

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Houston Health Centre QUICK FACTS
as of January 2016

Facility	Houston Health Centre
Health authority	Northern Health
Street address	3202 - 14 St
City	Houston
Postal code	V0J 1Z0
Phone number	(250) 845-2294
Operator (name)	Northern Health
Opened	2010
Councils	No Councils
Meetings held	Info not available
Food services provided by:	Operator
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	4.55
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	4.55

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Site Coordinator
Phone number of complaint contact	(250) 845-5950
Current language(s) spoken by staff	English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	6
Short-term beds	2	Semi-private rooms	0
Long-term beds	4	Multi-person rooms	0
Total beds	6		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	29 Apr 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	0	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	100.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	0.0%	24.6%
% of residents receiving depression medication	100.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Houston%20Health%20Centre%20Residential%20Care-July%202014.pdf

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Inglewood Care Centre QUICK FACTS
as of January 2016

Facility	Inglewood Care Centre
Health authority	Vancouver Coastal
Street address	725 Inglewood Avenue
City	West Vancouver
Postal code	V7T 1X5
Phone number	(604) 922-9394
Operator (name)	Unicare
Opened	1963
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.56
Funded Allied Health hours per resident per day*	0.20
Total 2014/15 funded direct care hours per resident per day	2.76

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Administrator
Phone number of complaint contact	(604) 913-4703
Current language(s) spoken by staff	English, Tagalog, Ilocano, Farsi, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	196
Short-term beds	0	Semi-private rooms	17
Long-term beds	230	Multi-person rooms	0
Total beds	230		

Inspection (as of December 15, 2015)			
Date of last inspection	17 Jul 2015	Reason for inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	67	Other injury	6
Food or other poisoning	0	Aggression between persons in care	1
Serious adverse events	20		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	2	Number substantiated complaints	1

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.4%	13.6%
% of residents receiving recreation therapy	0.2%	25.2%
% of residents receiving occupational therapy	0.1%	9.4%
% of residents diagnosed with depression	22.4%	24.6%
% of residents receiving depression medication	51.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/north-and-west-vancouver-residential-care/inglewood-care-centre/inglewood-care-centre

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Jackman Manor QUICK FACTS
as of January 2016

Facility	Jackman Manor
Health authority	Fraser Health
Street address	27477 28 Ave
City	Aldergrove
Postal code	V4W 2L9
Phone number	(604) 856-4161
Operator (name)	Aldergrove Lions Seniors Housing Society
Opened	Info not available
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available

Funded nursing care hours per resident per day	2.60
Funded Allied Health hours per resident per day*	0.20
Total 2014/15 funded direct care hours per resident per day	2.81

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care / Executive Director
Phone number of complaint contact	(604) 656-4161 ext 224
Current language(s) spoken by staff	English, Tagalog, Punjabi, German, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	1	Private rooms	88
Short-term beds	0	Semi-private rooms	0
Long-term beds	88	Multi-person rooms	0
Total beds	89		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	27 Feb 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	22	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.1%	13.6%
% of residents receiving recreation therapy	22.1%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	17.3%	24.6%
% of residents receiving depression medication	57.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38%	31%
Daily physical restraints	31%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/jackman-manor

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Jackson House Long Term Care QUICK FACTS
as of January 2016

Facility	Jackson House Long Term Care
Health authority	Interior Health
Street address	700 Elm St. Box 488
City	Ashcroft
Postal code	V0K 1A0
Phone number	(250) 453-2211
Operator (name)	Interior Health
Opened	1979
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day*	0.41
Total 2014/15 funded direct care hours per resident per day	3.38

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator
Phone number of complaint contact	(250) 453-1902
Current language(s) spoken by staff	French, English, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	20
Short-term beds	1	Semi-private rooms	1
Long-term beds	21	Multi-person rooms	1
Total beds	22		

Inspection (as of December 15, 2015)			
Date of last inspection	16 Jul 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care Services & Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	25.5%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	1.3%	9.4%
% of residents diagnosed with depression	35.3%	24.6%
% of residents receiving depression medication	49.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/info.aspx?type=Location&loc=Ashcroft%20Hospital%20and%20Community%20Health%20Care%20Centre&svc=&ploc=

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James Bay Care Centre QUICK FACTS
as of January 2016

Facility	James Bay Care Centre
Health authority	Vancouver Island
Street address	336 Simcoe St.
City	Victoria
Postal code	V8V 1L2
Phone number	(250) 388-6457
Operator (name)	Revera Long Term Care Inc.
Opened	1971
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2017
Accreditation status	Commendation
Contact for complaints	Executive Director
Phone number of complaint contact	(250) 388-6457 ext 238
Current language(s) spoken by staff	English, Tagalog, German, Cantonese, Korean
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	95
Short-term beds	0	Semi-private rooms	10
Long-term beds	115	Multi-person rooms	0
Total beds	115		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	29 Oct 2014	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	19	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.2%	13.6%
% of residents receiving recreation therapy	55.2%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	35.1%	24.6%
% of residents receiving depression medication	48.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/james_bay_care_centre.htm

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Joseph Creek Village QUICK FACTS
as of January 2016

Facility	Joseph Creek Village
Health authority	Interior Health
Street address	1901 Willowbrook Dr
City	Cranbrook
Postal code	V1C 6S4
Phone number	(250) 489-0060
Operator (name)	Golden Life Management Corp
Opened	2003
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Community Manager
Phone number of complaint contact	(250) 489-0060 ext 203
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	102
Short-term beds	3	Semi-private rooms	0
Long-term beds	97	Multi-person rooms	0
Total beds	102		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Mar 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	17	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	43.2%	13.6%
% of residents receiving recreation therapy	72.6%	25.2%
% of residents receiving occupational therapy	52.1%	9.4%
% of residents diagnosed with depression	22.7%	24.6%
% of residents receiving depression medication	47.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	47%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Joseph%20Creek%20Village

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Jubilee Lodge QUICK FACTS
as of January 2016

Facility	Jubilee Lodge
Health authority	Northern Health
Street address	1475 15th Ave
City	Prince George
Postal code	V2M 1S2
Phone number	(250) 565-2287
Operator (name)	Northern Health
Opened	1905
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily

Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day*	0.03
Total 2014/15 funded direct care hours per resident per day	2.91

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator
Phone number of complaint contact	(250) 565-2287
Current language(s) spoken by staff	English, French, Filipino, Arabic
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	4
Short-term beds	0	Semi-private rooms	3
Long-term beds	66	Multi-person rooms	14
Total beds	66		

Inspection (as of December 15, 2015)			
Date of last inspection	15 Mar 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.9%	13.6%
% of residents receiving recreation therapy	44.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	22.2%	24.6%
% of residents receiving depression medication	45.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Jubilee%20Lodge%20Residential%20Care-July%202014.pdf

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Kamloops Seniors Village QUICK FACTS
as of January 2016

Facility	Kamloops Seniors Village
Health authority	Interior Health
Street address	1220 Hugh Allan Dr.
City	Kamloops
Postal code	V2B 7E7
Phone number	(250) 571-1800
Operator (name)	Retirement Concepts Seniors Services Ltd.
Opened	2004
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.81
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	3.13

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	General Manager
Phone number of complaint contact	(250) 571-1811
Current language(s) spoken by staff	English, Japanese, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	14	Private rooms	115
Short-term beds	0	Semi-private rooms	2
Long-term beds	100	Multi-person rooms	0
Total beds	114		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 Sep 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	3	Medication error with adverse event	0
Abuse/neglect	4	Missing or wandering person	0
Fall with injury/Adverse event	15	Other injury	2
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	35.9%	25.2%
% of residents receiving occupational therapy	6.7%	9.4%
% of residents diagnosed with depression	17.4%	24.6%
% of residents receiving depression medication	48.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Kamloops%20Seniors%20Village

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Kimberley Special Care Home QUICK FACTS
as of January 2016

Facility	Kimberley Special Care Home
Health authority	Interior Health
Street address	386 2nd Ave
City	Kimberley
Postal code	V1A 2Z8
Phone number	(250) 427-4807
Operator (name)	Interior Health
Opened	1979
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.35
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Assistant Manager
Phone number of complaint contact	(250) 427-4807
Current language(s) spoken by staff	Italian, English, French, Mandarin, Czech, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	51
Short-term beds	2	Semi-private rooms	2
Long-term beds	53	Multi-person rooms	0
Total beds	55		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	20 Apr 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	0
Fall with injury/Adverse event	6	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	19.5%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	2.5%	9.4%
% of residents diagnosed with depression	20.7%	24.6%
% of residents receiving depression medication	46.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	41%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Kimberley%20Special%20Care%20Home

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Kinsmen Lodge QUICK FACTS
as of January 2016

Facility	Kinsmen Lodge
Health authority	Fraser Health
Street address	9650 137A Street
City	Surrey
Postal code	V3T 4H9
Phone number	(604) 588-0445
Operator (name)	Whalley & District Senior Citizens Housing Society
Opened	2012
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.58
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation/ Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2017
Accreditation status	Exemplary
Contact for complaints	CEO
Phone number of complaint contact	(604) 580-8010
Current language(s) spoken by staff	English, French, Tagalog, Punjabi, Mandarin, Cantonese, Hindi, Urdo, Taiwanese, Korean, German, Romanian, Italian, Spanish, Polish, Slovakian, Finnish
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	**Quantity**	**Room Configuration**	**Quantity**
Private (not publicly funded) beds	12	Private rooms	143
Short-term beds	0	Semi-private rooms	7
Long-term beds	156	Multi-person rooms	0
Total beds	168		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	11 Sep 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	20	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	35.5%	13.6%
% of residents receiving recreation therapy	80.1%	25.2%
% of residents receiving occupational therapy	0.2%	9.4%
% of residents diagnosed with depression	29.0%	24.6%
% of residents receiving depression medication	54.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	29%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/kinsmen-lodge

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KinVillage West Court QUICK FACTS
as of January 2016

Facility	KinVillage West Court		
Health authority	Fraser Health	Regulation / Legislation	Community Care & Assisted Living Act
Street address	5410 10th Ave.	Accredited	Yes
City	Delta	Accreditation expiry date	2019
Postal code	V3M 3X8	Accreditation status	Exemplary
Phone number	(604) 943-0155	Contact for complaints	Director of Health Services
Operator (name)	KinVillage Association	Phone number of complaint contact	(604) 943-0155 ext 232
Opened	1980	Current language(s) spoken by staff	English
Councils	Resident only	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	No
Food services provided by:	Outside Contractor	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	2.50		
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	2.80		

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	100
Short-term beds	0	Semi-private rooms	0
Long-term beds	100	Multi-person rooms	0
Total beds	100		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	25 Mar 2015	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	4
Fall with injury/Adverse event	16	Other injury	1
Food or other poisoning	0	Aggression between persons in care	8
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	15.5%	13.6%
% of residents receiving recreation therapy	71.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	19.9%	24.6%
% of residents receiving depression medication	51.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18%	31%
Daily physical restraints	22%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/kinvillage-care-home

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Kiwanis Care Centre (North Vancouver) QUICK FACTS

as of January 2016

Facility	Kiwanis Care Centre (North Vancouver)
Health authority	Vancouver Coastal
Street address	2444 Burr Place
City	North Vancouver
Postal code	V7H 3A5
Phone number	(604) 924-8300
Operator (name)	Vancouver Coastal Health
Opened	1998
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.05
Funded Allied Health hours per resident per day *	0.24
Total 2014/15 funded direct care hours per resident per day	3.29

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2016
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 762-5847
Current language(s) spoken by staff	English, Farsi, Tagalog, French, Spanish, Korean, Polish, Taiwanese, Greek, Italian, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	171
Short-term beds	0	Semi-private rooms	9
Long-term beds	177	Multi-person rooms	0
Special Care Plus Unit beds	12		
Total beds	189		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	25 Mar 13	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	21	Other injury	3
Food or other poisoning	0	Aggression between persons in care	20
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility (not including special care unit)	Special Care Plus Unit	BC
% of residents receiving physical therapy	9.6%	3.1%	13.6%
% of residents receiving recreation therapy	54.4%	91.5%	25.2%
% of residents receiving occupational therapy	2.9%	1.9%	9.4%
% of residents diagnosed with depression	36.0%	37.8%	24.6%
% of residents receiving depression medication	56.8%	76.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	65%	31%
Daily physical restraints	20%	29%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/north-and-west-vancouver-residential-care/kiwanis-care-centre/kiwanis-care-centre

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Kiwanis Care Centre (New Westminster) QUICK FACTS

as of January 2016

Facility	Kiwanis Care Centre (New Westminster)
Health authority	Fraser Health
Street address	35 Clute St
City	New Westminster
Postal code	V3L 1Z5
Phone number	(604) 525-6471
Operator (name)	Kiwanis
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.36
Funded Allied Health hours per resident per day *	0.40
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2016
Accreditation status	Exemplary
Contact for complaints	Executive Director / Director of Care
Phone number of complaint contact	(604) 525-6471 ext 333
Typical languages spoken by staff	English, Tagalog, Spanish, Korean, Cantonese, Mandarin, Greek, Romanian, Cambodian, Guajarati, Slovenian, Hindi, Punjabi, Serbian, Bengali, Polish, Russian, Italian
Visitor parking	Yes
Visitor parking cost	No
Resident personal needs funds account	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	59
Short-term beds	1	Semi-private rooms	8
Long-term beds	74	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	10 Sep 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	9	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	60.3%	13.6%
% of residents receiving recreation therapy	90.5%	25.2%
% of residents receiving occupational therapy	42.1%	9.4%
% of residents diagnosed with depression	6.3%	24.6%
% of residents receiving depression medication	35.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/kiwanis-care-centre

OFFICE OF THE
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Kiwanis Village Lodge QUICK FACTS
as of January 2016

Facility	Kiwanis Village Lodge
Health authority	Vancouver Island
Street address	1233 Nelson St
City	Nanaimo
Postal code	V9S 5J4
Phone number	(250) 753-6471
Operator (name)	Nanaimo District Seniors Citizens Housing Development Society
Opened	1991
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.19

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Executive Director
Phone number of complaint contact	(250) 753-6471
Current language(s) spoken by staff	English, French, Tagalog, Mandarin, Dutch, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	75
Short-term beds	0	Semi-private rooms	0
Long-term beds	75	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	14 Aug 2015	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	4	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.3%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	24.8%	24.6%
% of residents receiving depression medication	41.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	18%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/kiwanis_village_lodge.htm

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Kopernik Lodge QUICK FACTS
as of January 2016

Facility	Kopernik Lodge
Health authority	Vancouver Coastal
Street address	3150 Rosemont Drive
City	Vancouver
Postal code	V5S 2C9
Phone number	(604) 438-2474
Operator (name)	M. Kopernik (Nicolaus Copernicus) Foundation
Opened	1979
Councils	Separate Resident & Family
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day*	0.38
Total 2014/15 funded direct care hours per resident per day	2.85

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 438-2474 ext 233
Current language(s) spoken by staff	English, Serbian, Punjabi, Polish, Czech, Filipino, Russian, Spanish, Croatian, Cantonese
Visitor parking	No
Visitor parking cost	N/A
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	45
Short-term beds	0	Semi-private rooms	21
Long-term beds	85	Multi-person rooms	0
Total beds	87		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	12 Jan 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	13	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	8.8%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	19.0%	24.6%
% of residents receiving depression medication	32.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/kopernik-lodge/

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Lady Minto Hospital QUICK FACTS
as of January 2016

Facility	Lady Minto Hospital
Health authority	Vancouver Island
Street address	135 Crofton Rd
City	Salt Spring Island
Postal code	V8K 1T1
Phone number	(250) 538-4800
Operator (name)	Vancouver Island Health
Opened	1957
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.74
Funded Allied Health hours per resident per day*	0.45
Total 2014/15 funded direct care hours per resident per day	3.19

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Clinical Nurse Lead / Site Director
Phone number of complaint contact	(250) 538-4808
Current language(s) spoken by staff	English, Russian, French, Dutch, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	1
Short-term beds	0	Semi-private rooms	4
Long-term beds	29	Multi-person rooms	5
Total beds	29		

Inspection (as of December 15, 2015)			
Date of last inspection	23 Sep 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	9.7%	13.6%
% of residents receiving recreation therapy	9.8%	25.2%
% of residents receiving occupational therapy	0.9%	9.4%
% of residents diagnosed with depression	15.8%	24.6%
% of residents receiving depression medication	39.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/lady_minto.htm

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Lake Country Lodge QUICK FACTS
as of January 2016

Facility	Lake Country Lodge
Health authority	Interior Health
Street address	100-10163 Konschuh Rd
City	Winfield
Postal code	V4V 2M2
Phone number	(250) 766-3121
Operator (name)	Lake Country Lodge Ltd.
Opened	1987
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.26
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Commendation
Contact for complaints	Clinical Lead / Director of Care / General Manager
Phone number of complaint contact	(250) 766-3007 ext 5
Current language(s) spoken by staff	English, German, Russian, Tagalog, Punjabi, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	41
Short-term beds	0	Semi-private rooms	4
Long-term beds	45	Multi-person rooms	0
Total beds	49		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Sep 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.6%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	52.8%	9.4%
% of residents diagnosed with depression	9.6%	24.6%
% of residents receiving depression medication	63.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	47%	31%
Daily physical restraints	20%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Lake%20Country%20Lodge

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Lake View Care Centre QUICK FACTS
as of January 2016

Facility	Lake View Care Centre
Health authority	Vancouver Coastal
Street address	3490 Porter Street/ 3499 Porter Street
City	Vancouver
Postal code	V5N 5W4
Phone number	(604) 874-2803
Operator (name)	Revera Long Term Care Inc
Opened	1993
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.55
Funded Allied Health hours per resident per day*	0.20
Total 2014/15 funded direct care hours per resident per day	2.75

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2017
Accreditation status	Commendation
Contact for complaints	Executive Director / Director of Care
Phone number of complaint contact	(604) 874-2803x2228 / (604) 874-2803x2321
Current language(s) spoken by staff	English, Cantonese, Mandarin, Korean, Tagalog, Hindi, Spanish, Vietnamese
Visitor parking	No
Visitor parking cost	
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	101
Short-term beds	0	Semi-private rooms	32
Long-term beds	165	Multi-person rooms	0
Total beds	165		

Inspection (as of December 15, 2015)			
Date of last inspection	17 Dec 2014	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	19		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.6%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	18.3%	24.6%
% of residents receiving depression medication	21.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/lakeview-care-centre/

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Lakeshore Care Centre QUICK FACTS
as of January 2016

Facility	Lakeshore Care Centre
Health authority	Fraser Health
Street address	657 Gatenbury Street
City	Coquitlam
Postal code	V3J 5G9
Phone number	(604) 939-9277
Operator (name)	Dunblane Estates Partnership Ltd
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.64
Funded Allied Health hours per resident per day*	0.15
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Resident Care Coordinator / Director of Care
Phone number of complaint contact	(604) 939-9277 x103
Current language(s) spoken by staff	Filipino, English, Korean, Greek, Punjabi, Persian
Visitor parking	Yes
Visitor parking cost	N/A
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	3	Private rooms	42
Short-term beds	0	Semi-private rooms	7
Long-term beds	53	Multi-person rooms	Info not available
Total beds	56		

Inspection (as of December 15, 2015)			
Date of last inspection	25 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.2%	13.6%
% of residents receiving recreation therapy	26.2%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	18.5%	24.6%
% of residents receiving depression medication	36.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/lakeshore-care-centre

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Lakeview Lodge QUICK FACTS
as of January 2016

Facility	Lakeview Lodge
Health authority	Interior Health
Street address	2337 Butt Road
City	West Kelowna
Postal code	V4T 3L3
Phone number	(250) 768-3802
Operator (name)	Lakeview Lodge Limited Partnership
Opened	2013
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.96
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	3.18

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Commendation
Contact for complaints	Director Care / General Manager
Phone number of complaint contact	(250) 768-3802 ext 102 / (250) 768-3802 ext 104
Current language(s) spoken by staff	Filipino, Portuguese, Italian, Punjabi, English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	14	Private rooms	114
Short-term beds	1	Semi-private rooms	0
Long-term beds	99	Multi-person rooms	0
Total beds	114		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Oct 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	4
Fall with injury/Adverse event	28	Other injury	6
Food or other poisoning	1	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	10.5%	13.6%
% of residents receiving recreation therapy	27.4%	25.2%
% of residents receiving occupational therapy	0.7%	9.4%
% of residents diagnosed with depression	22.8%	24.6%
% of residents receiving depression medication	39.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

http://www.balticproperties.ca/index.php?option=com_content&view=article&id=39&Itemid=65

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Langley Gardens QUICK FACTS
as of January 2016

Facility	Langley Gardens
Health authority	Fraser Health
Street address	8888 202nd Street
City	Langley
Postal code	V1M 4A7
Phone number	(604) 888-0228
Operator (name)	Chartwell Retirement Homes
Opened	2008
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day*	0.26
Total 2014/15 funded direct care hours per resident per day	2.74

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2015
Accreditation status	Accredited
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 881-8107
Current language(s) spoken by staff	English, Tagalog, Croatian, Ukrainian, Spanish, Punjabi, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	19	Private rooms	86
Short-term beds	0	Semi-private rooms	6
Long-term beds	73	Multi-person rooms	0
Total beds	92		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Mar 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	19	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	29.4%	13.6%
% of residents receiving recreation therapy	56.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	12.6%	24.6%
% of residents receiving depression medication	42.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/langley-gardens

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Langley Lodge QUICK FACTS
as of January 2016

Facility	Langley Lodge
Health authority	Fraser Health
Street address	5451-204th St
City	Langley
Postal code	V3A 5M9
Phone number	(604) 530-2305
Operator (name)	Langley Care Society
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.49
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2016
Accreditation status	Exemplary
Contact for complaints	CEO / Director of Care
Phone number of complaint contact	(604) 532-4216 / (604) 532-4212
Current language(s) spoken by staff	Various
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	27	Private rooms	127
Short-term beds	0	Semi-private rooms	6
Long-term beds	112	Multi-person rooms	0
Total beds	139		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	15 Apr 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	10	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	19.7%	13.6%
% of residents receiving recreation therapy	23.9%	25.2%
% of residents receiving occupational therapy	0.5%	9.4%
% of residents diagnosed with depression	18.8%	24.6%
% of residents receiving depression medication	48.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/langley-lodge

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Langley Memorial Hospital ECU QUICK FACTS
as of January 2016

Facility	Langley Memorial Hospital ECU
Health authority	Fraser Health
Street address	22051 Fraser Hwy
City	Langley
Postal code	V3A 4H4
Phone number	(604) 514-6026
Operator (name)	Fraser Health
Opened	Info not available
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No
Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(604) 514-6190
Current language(s) spoken by staff	English, Pujabi, Hindi, Hungarian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	8
Short-term beds	20	Semi-private rooms	4
Long-term beds	200	Multi-person rooms	44
Total beds	220		

Inspection (as of December 15, 2015)			
Date of last inspection	23 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.9%	13.6%
% of residents receiving recreation therapy	21.8%	25.2%
% of residents receiving occupational therapy	2.1%	9.4%
% of residents diagnosed with depression	12.7%	24.6%
% of residents receiving depression medication	40.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/langley-memorial-hospital

OFFICE OF THE
SENIORS ADVOCATE

Laurel Place QUICK FACTS
as of January 2016

Facility	Laurel Place
Health authority	Fraser Health
Street address	9688 137A St
City	Surrey
Postal code	V3T 4H9
Phone number	(604) 582-6336
Operator (name)	Ahmon Group
Opened	2008
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.58
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 582-6336 ext 1116
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	33	Private rooms	171
Short-term beds	55	Semi-private rooms	9
Long-term beds	135	Multi-person rooms	0
Total beds	223		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	11 Mar 2015	Reason for licensing inspection	Complaint

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	8	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	8	Number substantiated licensing complaints	6

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	37.0%	13.6%
% of residents receiving recreation therapy	64.7%	25.2%
% of residents receiving occupational therapy	5.9%	9.4%
% of residents diagnosed with depression	23.5%	24.6%
% of residents receiving depression medication	49.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	34%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/laurel-place

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Little Mountain Place QUICK FACTS
as of January 2016

Facility	Little Mountain Place
Health authority	Vancouver Coastal
Street address	330 East 36th Avenue
City	Vancouver
Postal code	V5W 3Z4
Phone number	(604) 325-2298
Operator (name)	Little Mountain Residential Care and Housing Society
Opened	1987
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.49
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	2.72

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Seniors Operations Leader / Director of Care
Phone number of complaint contact	(604) 325-2298
Current language(s) spoken by staff	Tagalog, English, French, Cantonese, Mandarin, Italian, Punjabi, Japanese, Korean
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	117
Short-term beds	0	Semi-private rooms	0
Long-term beds	117	Multi-person rooms	0
Total beds	117		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	27 Jan 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	8
Fall with injury/Adverse event	11	Other injury	2
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	25.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	19.3%	24.6%
% of residents receiving depression medication	31.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/little-mountain-place/

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Louis Brier Home and Hospital QUICK FACTS
as of January 2016

Facility	Louis Brier Home and Hospital
Health authority	Vancouver Coastal
Street address	1055 West 41st Ave
City	Vancouver
Postal code	V6M 1W9
Phone number	(604) 261-9376
Operator (name)	The Louis Brier Jewish Residence Society
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.31
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	2.67

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Executive Leader, Care Services
Phone number of complaint contact	(604) 267-4785
Current language(s) spoken by staff	English, Hebrew, Tagalog, Mandarin, Hungarian, Russian, French, Romanian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	149
Short-term beds	0	Semi-private rooms	33
Long-term beds	215	Multi-person rooms	0
Total beds	215		

Inspection (as of December 15, 2015)			
Date of last inspection	16 Jan 2015	Reason for inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	16	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Serious adverse events	5		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	42.2%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	13.9%	9.4%
% of residents diagnosed with depression	21.1%	24.6%
% of residents receiving depression medication	52.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	41%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/the-louis-brier-home-and-hospital/

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Luther Court QUICK FACTS
as of January 2016

Facility	Luther Court
Health authority	Vancouver Island
Street address	1525 Cedar Hill X Rd
City	Saanich
Postal code	V8P 5M1
Phone number	(250) 477-7241
Operator (name)	Luther Court Society
Opened	1979
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2018
Accreditation status	Exemplary
Contact for complaints	Executive Director
Phone number of complaint contact	(250) 477-7241 ext 26
Current language(s) spoken by staff	German, French, Punjabi, Hindi, Tagalog, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	60
Short-term beds	0	Semi-private rooms	0
Long-term beds	60	Multi-person rooms	0
Total beds	60		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	15 Aug 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	6.4%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	34.3%	24.6%
% of residents receiving depression medication	45.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Oral health, foot care, wheelchair & walker cleaning

Link to web page
http://www.viha.ca/hcc/assisted/locations/luther_court.htm

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Lynn Valley Care Centre QUICK FACTS
as of January 2016

Facility	Lynn Valley Care Centre
Health authority	Vancouver Coastal
Street address	1070 Lynn Valley Rd
City	North Vancouver
Postal code	V7J 1Z8
Phone number	(604) 982-3710
Operator (name)	North Shore Private Hospital (1985) Ltd
Opened	1985
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.67
Funded Allied Health hours per resident per day*	0.25
Total 2014/15 funded direct care hours per resident per day	2.92

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Director of Care / Assistant Director of Care
Phone number of complaint contact	(604) 982-3700 / (604) 982-3712
Current language(s) spoken by staff	English, French, Spanish, German, Polish, Farsi, Punjabi, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	65	Private rooms	178
Short-term beds	0	Semi-private rooms	13
Long-term beds	139	Multi-person rooms	0
Total beds	204		

Inspection (as of December 15, 2015)			
Date of last inspection	24 Sep 2014	Reason for inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	28	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Serious adverse events	4		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	8.5%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.5%	9.4%
% of residents diagnosed with depression	14.9%	24.6%
% of residents receiving depression medication	51.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	53%	31%
Daily physical restraints	28%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/north-and-west-vancouver-residential-care/lynn-valley-care-centre/

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Mackenzie & District Hospital and Health Centre QUICK FACTS

as of January 2016

Facility	Mackenzie & District Hospital and Health Centre
Health authority	Northern Health
Street address	45 Centennial Drive
City	Mackenzie
Postal code	V0J 2C0
Phone number	(250) 997-3263
Operator (name)	Northern Health
Opened	2009
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	No
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Health Service Administrator
Phone number of complaint contact	(250) 997-8500
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	4
Short-term beds	0	Semi-private rooms	0
Long-term beds	4	Multi-person rooms	0
Total beds	4		

Inspection (as of December 15, 2015)			
Date of last inspection	13 Apr 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	Suppressed		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Suppressed	Number substantiated complaints	Suppressed

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Suppressed	13.6%
% of residents receiving recreation therapy	Suppressed	25.2%
% of residents receiving occupational therapy	Suppressed	9.4%
% of residents diagnosed with depression	Suppressed	24.6%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	31%
Daily physical restraints	Suppressed	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Mackenzie%20Hosp%20Residential%20Care-July%202014.pdf

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Madison Care Centre QUICK FACTS
as of January 2016

Facility	Madison Care Centre
Health authority	Fraser Health
Street address	1399 Foster Avenue
City	Coquitlam
Postal code	V3J 2N1
Phone number	(604) 936-9231
Operator (name)	Dunblane Estates Partnership Ltd
Opened	Info not available
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.61
Funded Allied Health hours per resident per day*	0.16
Total 2014/15 funded direct care hours per resident per day	2.77

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator / Director of Care
Phone number of complaint contact	(604) 936-9231 x5
Current language(s) spoken by staff	Tagalog, Romanian, Spanish, Russian, English, Punjabi, Mandarin, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	41	Private rooms	128
Short-term beds	0	Semi-private rooms	9
Long-term beds	96	Multi-person rooms	0
Total beds	137		

Inspection (as of December 15, 2015)			
Date of last inspection	24 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	15		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.3%	13.6%
% of residents receiving recreation therapy	5.7%	25.2%
% of residents receiving occupational therapy	0.2%	9.4%
% of residents diagnosed with depression	17.0%	24.6%
% of residents receiving depression medication	47.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	22%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee, hairdresser, pharmacy

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/the-madison

OFFICE OF THE
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Malaspina Gardens QUICK FACTS
as of January 2016

Facility	Malaspina Gardens
Health authority	Vancouver Island
Street address	388 Machleary Street
City	Nanaimo
Postal code	V9R 2G9
Phone number	(250) 745-7711
Operator (name)	Chartwell Retirement Homes
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	General Manager
Phone number of complaint contact	(250) 754-7711 ext 23
Current language(s) spoken by staff	English, Filipino, French, Punjabi, Dutch
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	34	Private rooms	103
Short-term beds	0	Semi-private rooms	16
Long-term beds	135	Multi-person rooms	0
Total beds	169		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	7 Apr 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	1
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	15	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.4%	13.6%
% of residents receiving recreation therapy	1.8%	25.2%
% of residents receiving occupational therapy	1.3%	9.4%
% of residents diagnosed with depression	27.7%	24.6%
% of residents receiving depression medication	51.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	42%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/malaspina_gardens.htm

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Maple Ridge Seniors Village QUICK FACTS
as of January 2016

Facility	Maple Ridge Seniors Village
Health authority	Fraser Health
Street address	22141 - 119th Avenue
City	Maple Ridge
Postal code	V2X 2Y7
Phone number	(604) 466-3053
Operator (name)	Retirement Concepts
Opened	2009
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.65
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.89

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 476-4312
Current language(s) spoken by staff	Indo-Canadian, English, French, Italian, Portuguese, Spanish, Filipino dialects, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	108
Short-term beds	0	Semi-private rooms	0
Long-term beds	90	Multi-person rooms	0
Total beds	90		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Jun 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	3	Missing or wandering person	1
Fall with injury/Adverse event	25	Other injury	4
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.1%	13.6%
% of residents receiving recreation therapy	6.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	19.9%	24.6%
% of residents receiving depression medication	39.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---maple-ridge/maple-ridge-seniors-village

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Maplewood House QUICK FACTS
as of January 2016

Facility	Maplewood House
Health authority	Fraser Health
Street address	1919 Jackson St.
City	Abbotsford
Postal code	V2S 2Z8
Phone number	(604) 853-5585
Operator (name)	Maplewood Seniors Care Society
Opened	
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.64
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.88

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Resident Services
Phone number of complaint contact	(604) 870-7560
Current language(s) spoken by staff	English, Punjabi, Various Languages
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	78
Short-term beds	0	Semi-private rooms	0
Long-term beds	77	Multi-person rooms	0
Total beds	79		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Nov 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	1
Food or other poisoning	0	Aggression between persons in care	5
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	51.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	27.8%	24.6%
% of residents receiving depression medication	49.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43%	31%
Daily physical restraints	23%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/maplewood-house

OFFICE OF THE
SENIORS ADVOCATE

Mariposa Gardens QUICK FACTS
as of January 2016

Facility	Mariposa Gardens
Health authority	Interior Health
Street address	8816 Hwy 97
City	Osoyoos
Postal code	V0H 1V5
Phone number	(250) 495-8124
Operator (name)	Baltic Properties Ltd.
Opened	2008
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day*	0.21
Total 2014/15 funded direct care hours per resident per day	3.04

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Exemplary
Contact for complaints	General Manager
Phone number of complaint contact	(250) 495-8124 ext 102
Current language(s) spoken by staff	English, Portuguese, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	5	Private rooms	97
Short-term beds	2	Semi-private rooms	6
Long-term beds	102	Multi-person rooms	0
Total beds	109		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	18 Mar 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	16	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.8%	13.6%
% of residents receiving recreation therapy	39.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	32.0%	24.6%
% of residents receiving depression medication	46.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mariposa%20Gardens

OFFICE OF THE
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McBride & District Hospital QUICK FACTS
as of January 2016

Facility	McBride & District Hospital
Health authority	Northern Health
Street address	1136 5th Avenue
City	McBride
Postal code	V0J 2E0
Phone number	(250) 569-2251
Operator (name)	Northern Health
Opened	1905
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Patient Care Manager
Phone number of complaint contact	(250) 569-7326
Current language(s) spoken by staff	English, Hungarian, Chinese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	7
Short-term beds	1	Semi-private rooms	1
Long-term beds	8	Multi-person rooms	0
Total beds	9		

Inspection (as of December 15, 2015)			
Date of last inspection	22 Mar 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0% **	13.6%
% of residents receiving recreation therapy	0.0% **	25.2%
% of residents receiving occupational therapy	0.0% **	9.4%
% of residents diagnosed with depression	13.0%	24.6%
% of residents receiving depression medication	61.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Not reported	31%
Daily physical restraints	100%	11%

* Source: Canadian Institute for Health Information
** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/McBride%20Hosp%20Residential%20Care-July%202014.pdf

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McKinney Place QUICK FACTS
as of January 2016

Facility	McKinney Place – South Okanagan General Hospital
Health authority	Interior Health
Street address	911 McKinney Road
City	Oliver
Postal code	V0H 1T0
Phone number	(250) 498-5040
Operator (name)	Interior Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day*	0.34
Total 2014/15 funded direct care hours per resident per day	3.21

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 485-8477
Current language(s) spoken by staff	English, French, German, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	7
Short-term beds	2	Semi-private rooms	4
Long-term beds	73	Multi-person rooms	15
Total beds	75		

Inspection (as of December 15, 2015)			
Date of last inspection	27 Apr 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.7%	13.6%
% of residents receiving recreation therapy	17.7%	25.2%
% of residents receiving occupational therapy	3.3%	9.4%
% of residents diagnosed with depression	30.1%	24.6%
% of residents receiving depression medication	36.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=McKinney%20Place

OFFICE OF THE
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Menno Home QUICK FACTS
as of January 2016

Facility	Menno Home
Health authority	Fraser Health
Street address	32910 Brundige Ave
City	Abbotsford
Postal code	V2S 1N2
Phone number	(604) 853 -2411
Operator (name)	Mennonite Benevolent Society
Opened	1954
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.55
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Exemplary
Contact for complaints	Karen L Baillie, CEO or Hilde Wiebe, Executive Director of Care Services
Phone number of complaint contact	(604) 859-7631
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	186
Short-term beds	0	Semi-private rooms	5
Long-term beds	196	Multi-person rooms	0
Total beds	196		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	13 Nov 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	21	Other injury	1
Food or other poisoning	0	Aggression between persons in care	12
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.5%	13.6%
% of residents receiving recreation therapy	60.5%	25.2%
% of residents receiving occupational therapy	0.8%	9.4%
% of residents diagnosed with depression	16.9%	24.6%
% of residents receiving depression medication	66.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Minor 3rd party billing fees

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/menno-home

OFFICE OF THE
SENIORS ADVOCATE

Menno Hospital QUICK FACTS
as of January 2016

Facility	Menno Hospital
Health authority	Fraser Health
Street address	32945 Marshall Road
City	Abbotsford
Postal code	V2S 1K1
Phone number	(604) 859-7631
Operator (name)	Mennonite Benevolent Society
Opened	1960
Councils	Separate Resident & Family/ Friends Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.12
Funded Allied Health hours per resident per day*	0.25
Total 2014/15 funded direct care hours per resident per day	3.37

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Exemplary
Contact for complaints	Karen L Baillie, CEO or Hilde Wiebe, Executive Director of Care Services
Phone number of complaint contact	(604) 859-7632
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	59
Short-term beds	0	Semi-private rooms	43
Long-term beds	151	Multi-person rooms	2
Total beds	151		

Inspection (as of December 15, 2015)			
Date of last inspection	9 Jan 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	10		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.8%	13.6%
% of residents receiving recreation therapy	49.1%	25.2%
% of residents receiving occupational therapy	0.5%	9.4%
% of residents diagnosed with depression	17.7%	24.6%
% of residents receiving depression medication	49.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45%	31%
Daily physical restraints	15%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/menno-hospital

OFFICE OF THE
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Minoru Residence QUICK FACTS
as of January 2016

Facility	Minoru Residence
Health authority	Vancouver Coastal
Street address	7333 Gollner Avenue
City	Richmond
Postal code	V6Y 1Y4
Phone number	(604) 244-5300
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	3.20

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 244-5307
Current language(s) spoken by staff	English, German, Punjabi, Hindi, Cantonese, Mandarin, Tagalog, Russian, French, Japanese, Polish, Gujarati
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	70
Short-term beds	1	Semi-private rooms	90
Long-term beds	249	Multi-person rooms	0
Total beds	250		

Inspection (as of December 15, 2015)			
Date of last inspection	24 Feb 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	6		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	30.4%	13.6%
% of residents receiving recreation therapy	0.9%	25.2%
% of residents receiving occupational therapy	21.5%	9.4%
% of residents diagnosed with depression	17.7%	24.6%
% of residents receiving depression medication	36.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/richmond-residential-care/minoru-residence/

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SENIORS ADVOCATE

Monashee Mews QUICK FACTS
as of January 2016

Facility	Monashee Mews
Health authority	Interior Health
Street address	2165 Norris Avenue
City	Lumby
Postal code	V0E 2G5
Phone number	(778) 473-0100
Operator (name)	inSite Housing, Hospitality & Health Services Inc.
Opened	2013
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.91
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jan 2017
Accreditation status	Primer
Contact for complaints	Community Administrator
Phone number of complaint contact	(778) 473-1101
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	46
Short-term beds	0	Semi-private rooms	0
Long-term beds	46	Multi-person rooms	0
Total beds	46		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	21.9%	13.6%
% of residents receiving recreation therapy	38.5%	25.2%
% of residents receiving occupational therapy	18.2%	9.4%
% of residents diagnosed with depression	40.2%	24.6%
% of residents receiving depression medication	70.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	26%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.insiteseniorcare.com/about-our-communities/monashee-mews-lumby/

OFFICE OF THE
SENIORS ADVOCATE

Morgan Place QUICK FACTS
as of January 2016

Facility	Morgan Place
Health authority	Fraser Health
Street address	3288 156a St
City	Surrey
Postal code	V3S 9T1
Phone number	(604) 535-7328
Operator (name)	Ahmon Group
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.49
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Exemplary
Contact for complaints	Quality Assurance Coordinator
Phone number of complaint contact	(604) 535-7328
Current language(s) spoken by staff	Punjabi, Spanish, Korean, Filipino, English, Chinese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	13	Private rooms	111
Short-term beds	20	Semi-private rooms	5
Long-term beds	108	Multi-person rooms	0
Total beds	141		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	9 Jun 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	37.5%	13.6%
% of residents receiving recreation therapy	60.2%	25.2%
% of residents receiving occupational therapy	0.2%	9.4%
% of residents diagnosed with depression	14.9%	24.6%
% of residents receiving depression medication	56.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	14%	31%
Daily physical restraints	25%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/morgan-place

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Mount Cartier Court (Queen Victoria Hospital) QUICK FACTS

as of January 2016

Facility	Mount Cartier Court (Queen Victoria Hospital)
Health authority	Interior Health
Street address	1200 Newlands Rd
City	Revelstoke
Postal code	V0E 2S1
Phone number	(250) 837-2131
Operator (name)	Interior Health
Opened	2006
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day*	0.35
Total 2014/15 funded direct care hours per resident per day	3.32

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2015
Accreditation status	Commendation
Contact for complaints	Manager
Phone number of complaint contact	(250) 814-2224
Current language(s) spoken by staff	English, translators available
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	28
Short-term beds	2	Semi-private rooms	6
Long-term beds	42	Multi-person rooms	0
Total beds	44		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	3 Feb 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	3
Fall with injury/Adverse event	2	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	14.3%	25.2%
% of residents receiving occupational therapy	0.6%	9.4%
% of residents diagnosed with depression	28.3%	24.6%
% of residents receiving depression medication	44.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling, ID bracelet

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mt.%20Cartier%20Court

OFFICE OF THE
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Mount Ida Mews QUICK FACTS
as of January 2016

Facility	Mount Ida Mews
Health authority	Interior Health
Street address	100 5th Avenue
City	Salmon Arm
Postal code	V1E 4H4
Phone number	(778) 484-5415
Operator (name)	InSite Housing & Hospitality & Health Services Inc.
Opened	2012
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	3.16

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Info not available
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	1	Private rooms	Info not available
Short-term beds	0	Semi-private rooms	Info not available
Long-term beds	71	Multi-person rooms	Info not available
Total beds	72		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	25 Sep 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	15	Other injury	2
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	30.6%	13.6%
% of residents receiving recreation therapy	14.9%	25.2%
% of residents receiving occupational therapy	2.8%	9.4%
% of residents diagnosed with depression	24.7%	24.6%
% of residents receiving depression medication	48.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37%	31%
Daily physical restraints	23%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
https://www.insiteseniorcare.com/about-our-communities/mount-ida-mews-salmon-arm/

OFFICE OF THE
SENIORS ADVOCATE

Mount St Joseph Hospital QUICK FACTS
as of January 2016

Facility	Mount St Joseph Hospital
Health authority	Vancouver Coastal
Street address	3080 Prince Edward
City	Vancouver
Postal code	V5T 3N4
Phone number	(604) 874-1141
Operator (name)	Providence Health Care
Opened	2004
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	3.20

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Nov 2016
Accreditation status	Exemplary
Contact for complaints	Clinical Nurse Leader / Social Worker / Operations Leader
Phone number of complaint contact	(604) 877-8520 / (604) 877-8541/ (604) 877-8542
Current language(s) spoken by staff	English, Tagalog, Punjabi, Hindi, Cantonese, Mandarin, Polish
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	17
Short-term beds	0	Semi-private rooms	8
Long-term beds	99	Multi-person rooms	16
Total beds	99		

Inspection (as of December 15, 2015)			
Date of last inspection	23 Jan 2015	Reason for inspection	Info not available
Incidents 2014-15	**Quantity**		
Serious adverse events	7		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	91.5%	13.6%
% of residents receiving recreation therapy	11.5%	25.2%
% of residents receiving occupational therapy	85.5%	9.4%
% of residents diagnosed with depression	26.2%	24.6%
% of residents receiving depression medication	29.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Haircuts, podiatry

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/mount-st.-joseph-hospital/

OFFICE OF THE
SENIORS ADVOCATE

Mount St. Mary Hospital QUICK FACTS
as of January 2016

Facility	Mount St. Mary Hospital
Health authority	Vancouver Island
Street address	861 Fairfield Rd
City	Victoria
Postal code	V8V 5A9
Phone number	(250) 480-3103
Operator (name)	Marie Esther Society
Opened	2003
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.26

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Dec 2016
Accreditation status	Exemplary
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 480-3111
Current language(s) spoken by staff	German, Cantonese, French, Filipino, Polish, Cantonese, Spanish, Croatian, Japanese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	184
Short-term beds	0	Semi-private rooms	8
Long-term beds	200	Multi-person rooms	0
Total beds	200		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Feb 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.4%	13.6%
% of residents receiving recreation therapy	16.5%	25.2%
% of residents receiving occupational therapy	67.4%	9.4%
% of residents diagnosed with depression	28.2%	24.6%
% of residents receiving depression medication	55.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Monthly administration fee

Link to web page
http://www.viha.ca/hcc/residential/locations/mount_st_mary_hospital.htm

OFFICE OF THE
SENIORS ADVOCATE

Mountain Lake Seniors' Community Ltd. QUICK FACTS

as of January 2016

Facility	Mountain Lake Seniors' Community Ltd.
Health authority	Interior Health
Street address	908 11th St
City	Nelson
Postal code	V1L 7A6
Phone number	(250) 352-2600
Operator (name)	Park Place Seniors Living Inc.
Opened	2005
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.39
Total 2014/15 funded direct care hours per resident per day	3.19

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Accredited
Contact for complaints	Program Manager / Community Administrator
Phone number of complaint contact	(250) 352-2600 ext 126 / (250) 352-2600 ext 103
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	7	Private rooms	92
Short-term beds	2	Semi-private rooms	0
Long-term beds	83	Multi-person rooms	0
Total beds	92		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	11 Feb 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	9	Other injury	2
Food or other poisoning	0	Aggression between persons in care	5
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	35.2%	13.6%
% of residents receiving recreation therapy	68.6%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	28.8%	24.6%
% of residents receiving depression medication	50.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mountain%20Lake%20Seniors%20Community

OFFICE OF THE
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Mountain View Lodge (Lillooet Hosp HCtr) QUICK FACTS

as of January 2016

Facility	Mountain View Lodge (Lillooet Hosp HCtr)
Health authority	Interior Health
Street address	951 Murray St. Bag 300
City	Lillooet
Postal code	V0K 1V0
Phone number	(250) 256-1312
Operator (name)	Interior Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.44
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator
Phone number of complaint contact	(250) 256-1346
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	20
Short-term beds	1	Semi-private rooms	1
Long-term beds	21	Multi-person rooms	0
Total beds	22		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 Nov 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	28.7%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	27.4%	24.6%
% of residents receiving depression medication	36.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mountain%20View%20Lodge

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Mountain View Manor at Delta Hospital QUICK FACTS

as of January 2016

Facility	Mountain View Manor at Delta Hospital
Health authority	Fraser Health
Street address	5800 Mountainview
City	Delta
Postal code	V4K3V6
Phone number	(604) 946-1121
Operator (name)	Fraser Health
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Manager / Resident Care Coordinator
Phone number of complaint contact	(877) 880-8823
Current language(s) spoken by staff	Portuguese, English, Italian, Mandarin, Cantonese, Punjabi, German, Dutch, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	12
Short-term beds	0	Semi-private rooms	4
Long-term beds	92	Multi-person rooms	18
Total beds	92		

Inspection (as of December 15, 2015)			
Date of last inspection	25 Mar 2015	Reason for inspection	Complaint
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	31.6%	13.6%
% of residents receiving recreation therapy	75.9%	25.2%
% of residents receiving occupational therapy	2.6%	9.4%
% of residents diagnosed with depression	16.5%	24.6%
% of residents receiving depression medication	42.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/mountain-view-manor

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Mountainview Lodge – Kitimat General Hospital QUICK FACTS

as of January 2016

Facility	Mountainview Lodge – Kitimat General Hospital
Health authority	Northern Health
Street address	920 Lahakas Blvd.
City	Kitimat
Postal code	V8C 2S3
Phone number	250-632-8337
Operator (name)	Northern Health
Opened	1905
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	3.13
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	3.13

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Linda Tendland
Phone number of complaint contact	(250) 632-8337
Current language(s) spoken by staff	English, Portuguese, Tagalog, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	32
Short-term beds	3	Semi-private rooms	2
Long-term beds	33	Multi-person rooms	0
Total beds	36		

Inspection (as of December 15, 2015)			
Date of last inspection	2 Sep 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	7.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	59.6%	24.6%
% of residents receiving depression medication	60.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	46%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Mountainview%20Lodge%20Residential%20Care-July%202014.pdf

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Mountainview Village QUICK FACTS
as of January 2016

Facility	Mountainview Village
Health authority	Interior Health
Street address	1540 K.L.O. Road
City	Kelowna
Postal code	V1W 3P6
Phone number	(250) 762-2192
Operator (name)	The Good Samaritan Society
Opened	2007
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.93
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2020
Accreditation status	Commendation
Contact for complaints	Site Manager
Phone number of complaint contact	(250) 717-4022
Current language(s) spoken by staff	English, Filipino
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	90
Short-term beds	0	Semi-private rooms	0
Long-term beds	90	Multi-person rooms	0
Total beds	90		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Jul 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	2	Missing or wandering person	1
Fall with injury/Adverse event	10	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	21.4%	13.6%
% of residents receiving recreation therapy	10.7%	25.2%
% of residents receiving occupational therapy	5.5%	9.4%
% of residents diagnosed with depression	28.2%	24.6%
% of residents receiving depression medication	52.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mountainview%20Village

OFFICE OF THE
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MSA Manor Home QUICK FACTS
as of January 2016

Facility	MSA Manor Home
Health authority	Fraser Health
Street address	2510 Gladwin Rd
City	Abbotsford
Postal code	V2T 3N9
Phone number	(604) 853-5831
Operator (name)	Maplewood Seniors Care Society
Opened	Info not available
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.45
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	2.72

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Resident Services
Phone number of complaint contact	(604) 870-7560
Current language(s) spoken by staff	English, Punjabi, Various Languages
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	34
Short-term beds	0	Semi-private rooms	0
Long-term beds	34	Multi-person rooms	0
Total beds	34		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	22 Jul 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	4
Fall with injury/Adverse event	12	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	10.6%	13.6%
% of residents receiving recreation therapy	54.5%	25.2%
% of residents receiving occupational therapy	7.4%	9.4%
% of residents diagnosed with depression	16.0%	24.6%
% of residents receiving depression medication	48.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	58%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/msa-manor

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Mt Tolmie Hospital QUICK FACTS
as of January 2016

Facility	Mt Tolmie Hospital
Health authority	Vancouver Island
Street address	3690 Richmond Rd.
City	Victoria
Postal code	V8P 4R6
Phone number	(250) 370-5757
Operator (name)	Vancouver Island Health
Opened	1964
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	3.16

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 370-5751
Current language(s) spoken by staff	Tagalog, Hindi, Punjabi, English, Croatian, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	8
Short-term beds	0	Semi-private rooms	14
Long-term beds	72	Multi-person rooms	9
Total beds	72		

Inspection (as of December 15, 2015)			
Date of last inspection	30 Jan 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.4%	13.6%
% of residents receiving recreation therapy	62.8%	25.2%
% of residents receiving occupational therapy	51.0%	9.4%
% of residents diagnosed with depression	35.0%	24.6%
% of residents receiving depression medication	55.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/mount_tolmie.htm

OFFICE OF THE
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Nanaimo Seniors Village QUICK FACTS
as of January 2016

Facility	Nanaimo Seniors Village
Health authority	Vancouver Island
Street address	6085 Uplands Drive
City	Nanaimo
Postal code	V9V 1T8
Phone number	(250) 729-9524
Operator (name)	Nanaimo Seniors Village LLP
Opened	2001
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 760-2307
Current language(s) spoken by staff	English, Filipino, Hindi, Taiwanese, Tagalog, German, Ukrainian, French, Mandarin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	20	Private rooms	150
Short-term beds	0	Semi-private rooms	0
Long-term beds	130	Multi-person rooms	0
Total beds	150		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	27 Jan 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	3	Missing or wandering person	6
Fall with injury/Adverse event	29	Other injury	3
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	21	Number substantiated licensing complaints	14

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.6%	13.6%
% of residents receiving recreation therapy	1.8%	25.2%
% of residents receiving occupational therapy	0.8%	9.4%
% of residents diagnosed with depression	25.4%	24.6%
% of residents receiving depression medication	44.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	16%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/nanaimo_seniors_village.htm

OFFICE OF THE
SENIORS ADVOCATE

Nanaimo Traveller's Lodge QUICK FACTS
as of January 2016

Facility	Nanaimo Traveller's Lodge
Health authority	Vancouver Island
Street address	1298 Nelson St
City	Nanaimo
Postal code	V9S 2K5
Phone number	(250) 758-4676
Operator (name)	Nanaimo Travellers Lodge Society
Opened	1964
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2019
Accreditation status	Commendation
Contact for complaints	Director of Care / Finance Administrator
Phone number of complaint contact	(250) 760-2630 / (250) 760-2644
Current language(s) spoken by staff	French, Tagalog, Punjabi, Korean, Spanish, Cantonese, Japanese, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	90
Short-term beds	0	Semi-private rooms	0
Long-term beds	90	Multi-person rooms	0
Total beds	90		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Apr 2015	Reason for licensing inspection	Follow up

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	4	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	5	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.4%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	25.1%	24.6%
% of residents receiving depression medication	49.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38%	31%
Daily physical restraints	20%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/nanaimo_travellers_lodge.htm

OFFICE OF THE
SENIORS ADVOCATE

Nelson Jubilee Manor QUICK FACTS
as of January 2016

Facility	Nelson Jubilee Manor
Health authority	Interior Health
Street address	500 West Beasley St
City	Nelson
Postal code	V1L 6G9
Phone number	(250) 352-7011
Operator (name)	Interior Health
Opened	1979
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day*	0.35
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Manager / Care Coordinator
Phone number of complaint contact	(250) 352-7011 ext 35 / (250) 352-7011 ext 34
Current language(s) spoken by staff	Russian, Ukrainian, Tagalog, Mandarin, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	39
Short-term beds	1	Semi-private rooms	0
Long-term beds	39	Multi-person rooms	0
Total beds	40		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 Jan 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	0
Fall with injury/Adverse event	6	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	18.8%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	10.3%	9.4%
% of residents diagnosed with depression	31.3%	24.6%
% of residents receiving depression medication	52.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	37%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Nelson%20Jubilee%20Manor

OFFICE OF THE
SENIORS ADVOCATE

New Horizons Community of Care QUICK FACTS
as of January 2016

Facility	New Horizons Community of Care
Health authority	Vancouver Island
Street address	850 14th Ave.
City	Campbell River
Postal code	V9W 4H4
Phone number	(250) 287-7166
Operator (name)	New Horizons Care Centre Partnership
Opened	2008
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Accredited
Contact for complaints	Site Leader / Director of Care
Phone number of complaint contact	(250) 287-7166 ext 228
Current language(s) spoken by staff	English, French, Spanish, Filipino, Punjabi, Indonesian, Bosnian, German, Italian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	90
Short-term beds	0	Semi-private rooms	4
Long-term beds	86	Multi-person rooms	0
Total beds	88		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	25 Jun 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	27	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	3

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.3%	13.6%
% of residents receiving recreation therapy	12.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	17.3%	24.6%
% of residents receiving depression medication	45.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/new_horizons.htm

OFFICE OF THE
SENIORS ADVOCATE

New Vista Care Home QUICK FACTS
as of January 2016

Facility	New Vista Care Home
Health authority	Fraser Health
Street address	7550 Rosewood Street
City	Burnaby
Postal code	V5E 3Z3
Phone number	(604) 521-7764
Operator (name)	New Vista Society
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.41
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	2.72

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2017
Accreditation status	Commendation
Contact for complaints	Manager – Executive Services
Phone number of complaint contact	(604) 521-7765 ext 1155
Current language(s) spoken by staff	English, Cantonese, Tagalog, Polish, Russian, Romanian, Punjabi, Hindu, French, German, Hungarian, Japanese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	236
Short-term beds	0	Semi-private rooms	0
Long-term beds	236	Multi-person rooms	0
Total beds	236		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Feb 2015	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	4
Fall with injury/Adverse event	37	Other injury	12
Food or other poisoning	1	Aggression between persons in care	8
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	6	Number substantiated licensing complaints	5

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.6%	13.6%
% of residents receiving recreation therapy	2.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	14.3%	24.6%
% of residents receiving depression medication	47.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/new-vista-care-home

OFFICE OF THE
SENIORS ADVOCATE

Nigel House QUICK FACTS
as of January 2016

Facility	Nigel House
Health authority	Vancouver Island
Street address	846 Nigel Avenue
City	Saanich
Postal code	V8X 4E5
Phone number	(250) 475-2050
Operator (name)	Broadmead Care Society
Opened	1982
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.95

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Exemplary
Contact for complaints	Karen Christensen
Phone number of complaint contact	(250) 414-7311
Current language(s) spoken by staff	Info not available
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	20
Short-term beds	0	Semi-private rooms	3
Long-term beds	26	Multi-person rooms	0
Total beds	26		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Sep 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	0	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	23.2%	13.6%
% of residents receiving recreation therapy	30.1%	25.2%
% of residents receiving occupational therapy	3.9%	9.4%
% of residents diagnosed with depression	53.9%	24.6%
% of residents receiving depression medication	51.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/nigel_house.htm

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SENIORS ADVOCATE

Noric House QUICK FACTS
as of January 2016

Facility	Noric House
Health authority	Interior Health
Street address	1400 Mission Rd
City	Vernon
Postal code	V1T 9C3
Phone number	(250) 545-9167
Operator (name)	Interior Health
Opened	1978
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.18

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Commendation
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(250) 545-9167
Current language(s) spoken by staff	English, French, Chinese, Indian, German, Hungarian, Filipino, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	85
Short-term beds	0	Semi-private rooms	0
Long-term beds	85	Multi-person rooms	0
Total beds	85		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	6 Jul 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	4	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	14	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	50.2%	13.6%
% of residents receiving recreation therapy	49.6%	25.2%
% of residents receiving occupational therapy	50.4%	9.4%
% of residents diagnosed with depression	34.9%	24.6%
% of residents receiving depression medication	62.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Noric%20House

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SENIORS ADVOCATE

Normanna QUICK FACTS
as of January 2016

Facility	Normanna
Health authority	Fraser Health
Street address	7725-4th St
City	Burnaby
Postal code	V3N 5B6
Phone number	(604) 522-5812
Operator (name)	Norwegian Old Peoples Association
Opened	2000
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.89
Funded Allied Health hours per resident per day*	0.47
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2018
Accreditation status	Exemplary
Contact for complaints	Margaret Douglas-Matthews
Phone number of complaint contact	(604) 515-3330
Current language(s) spoken by staff	Filipino, Punjabi, Chinese, English, Guajarati, Hindi, Polish, Swahili
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	90
Short-term beds	0	Semi-private rooms	5
Long-term beds	100	Multi-person rooms	0
Total beds	100		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Mar 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	0
Fall with injury/Adverse event	15	Other injury	2
Food or other poisoning	0	Aggression between persons in care	3
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.8%	13.6%
% of residents receiving recreation therapy	0.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	17.4%	24.6%
% of residents receiving depression medication	40.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Drugs & specialty services, transportation not otherwise covered

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/normanna-rest-home

OFFICE OF THE
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Northcrest Care Centre QUICK FACTS
as of January 2016

Facility	Northcrest Care Centre
Health authority	Fraser Health
Street address	6771-120th Street
City	Delta
Postal code	V4E 2A7
Phone number	(604) 597-7878
Operator (name)	Northcrest Care Centre Ltd.
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.44
Total 2014/15 funded direct care hours per resident per day	3.24

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 597-7878 ext 222
Current language(s) spoken by staff	Ukrainian, English, Punjabi, Hindi, Tagalog, Urdu, Japanese, Korean, Cantonese, Mandarin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	90
Short-term beds	0	Semi-private rooms	8
Long-term beds	106	Multi-person rooms	0
Total beds	106		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Nov 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	3	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	14	Other injury	5
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	13.6%	13.6%
% of residents receiving recreation therapy	72.6%	25.2%
% of residents receiving occupational therapy	1.2%	9.4%
% of residents diagnosed with depression	13.7%	24.6%
% of residents receiving depression medication	48.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	38%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/northcrest-care-centre

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Northern Haida Gwaii Hospital & Health Centre QUICK FACTS

as of January 2016

Facility	Northern Haida Gwaii Hospital & Health Centre
Health authority	Northern Health
Street address	2520 Harrison Avenue
City	Masset
Postal code	V0T 1M0
Phone number	(250) 626-4700
Operator (name)	Northern Health
Opened	1905
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	June 2018
Accreditation status	Info not available
Contact for complaints	Nurse Manager
Phone number of complaint contact	(250) 626-4726
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	4
Short-term beds	1	Semi-private rooms	0
Long-term beds	4	Multi-person rooms	0
Total beds	5		

Inspection (as of December 15, 2015)			
Date of last inspection	11 Apr 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	Suppressed		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Suppressed	Number substantiated complaints	Suppressed

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Suppressed	13.6%
% of residents receiving recreation therapy	Suppressed	25.2%
% of residents receiving occupational therapy	Suppressed	9.4%
% of residents diagnosed with depression	Suppressed	24.6%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	31%
Daily physical restraints	Suppressed	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/N%20Haida%20Gwaii%20Residential%20Care-July%202014.pdf

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SENIORS ADVOCATE

Oak Bay Lodge QUICK FACTS
as of January 2016

Facility	Oak Bay Lodge
Health authority	Vancouver Island
Street address	2251 Cadboro Bay Rd.
City	Victoria
Postal code	V8R 5H3
Phone number	(250) 370-6605
Operator (name)	Oak Bay Lodge Society
Opened	1972
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.03

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2017
Accreditation status	Commendation
Contact for complaints	Executive Director
Phone number of complaint contact	(250) 370-1600
Current language(s) spoken by staff	Cantonese, Mandarin, Urdu, Punjabi, Hindi, Tagalog, Dutch, French
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	88
Short-term beds	0	Semi-private rooms	69
Long-term beds	235	Multi-person rooms	0
Total beds	235		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	12
Fall with injury/Adverse event	55	Other injury	5
Food or other poisoning	0	Aggression between persons in care	5
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	4	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.4%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	2.0%	9.4%
% of residents diagnosed with depression	39.3%	24.6%
% of residents receiving depression medication	53.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	42%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Info not available
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/oak_bay_lodge.htm

OFFICE OF THE
SENIORS ADVOCATE

Orchard Haven (South Similkameen Health Centre) QUICK FACTS

as of January 2016

Facility	Orchard Haven (South Similkameen Health Centre)
Health authority	Interior Health
Street address	700 3rd St
City	Keremeos
Postal code	V0X 1N0
Phone number	(250) 499-3030
Operator (name)	Interior Health
Opened	2000
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day*	0.40
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Care Coordinator / Manager
Phone number of complaint contact	(250) 499-3000 / (250) 499-3036
Current language(s) spoken by staff	English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	38
Short-term beds	2	Semi-private rooms	0
Long-term beds	36	Multi-person rooms	0
Total beds	38		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	8 May 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	6	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	23.2%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	8.5%	9.4%
% of residents diagnosed with depression	35.2%	24.6%
% of residents receiving depression medication	49.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Orchard%20Haven

OFFICE OF THE
SENIORS ADVOCATE

Overlander QUICK FACTS
as of January 2016

Facility	Overlander
Health authority	Interior Health
Street address	953 Southill Street
City	Kamloops
Postal code	V2B 7Z9
Phone number	(250) 554-2323
Operator (name)	Interior Health
Opened	1976
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily

Funded nursing care hours per resident per day	3.08
Funded Allied Health hours per resident per day*	0.41
Total 2014/15 funded direct care hours per resident per day	3.49

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Manager / Assistant Manager / Resident Care Coordinator
Phone number of complaint contact	(250) 544-6035
Current language(s) spoken by staff	English, Filipino, Hindi, French, Aboriginal dialects
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	35
Short-term beds	0	Semi-private rooms	14
Long-term beds	183	Multi-person rooms	30
Total beds	183		

Inspection (as of December 15, 2015)			
Date of last inspection	29 Jan 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	17.4%	13.6%
% of residents receiving recreation therapy	15.6%	25.2%
% of residents receiving occupational therapy	7.3%	9.4%
% of residents diagnosed with depression	27.3%	24.6%
% of residents receiving depression medication	57.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Overlander%20Residential%20Care

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Parkside QUICK FACTS
as of January 2016

Facility	Parkside
Health authority	Northern Health
Street address	788 Ospika Boulevard
City	Prince George
Postal code	V2M 6Y2
Phone number	(250) 563-1916
Operator (name)	Northern Health
Opened	1905
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily

Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	2.82

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Clinical Coordinator
Phone number of complaint contact	(250) 645-6425
Current language(s) spoken by staff	English, French, Ukrainian, Punjabi, Serbian, Croatian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	58
Short-term beds	0	Semi-private rooms	0
Long-term beds	58	Multi-person rooms	0
Total beds	58		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	23 Jan 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	2
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	2
Food or other poisoning	0	Aggression between persons in care	9
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	3

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	93.8%	25.2%
% of residents receiving occupational therapy	16.2%	9.4%
% of residents diagnosed with depression	34.7%	24.6%
% of residents receiving depression medication	46.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	16%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Drugs not covered elsewhere

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Parkside%20Care%20Residential%20Care-July%202014.pdf

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Parkview Place QUICK FACTS
as of January 2016

Facility	Parkview Place
Health authority	Interior Health
Street address	707 3rd Ave
City	Enderby
Postal code	V0E 1V0
Phone number	(250) 838-2470
Operator (name)	Interior Health
Opened	1995
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.39
Total 2014/15 funded direct care hours per resident per day	3.19

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2018
Accreditation status	Accredited
Contact for complaints	Program Leader
Phone number of complaint contact	(250) 838-2478
Current language(s) spoken by staff	English, French, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	31
Short-term beds	1	Semi-private rooms	0
Long-term beds	30	Multi-person rooms	0
Total beds	31		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	3
Fall with injury/Adverse event	10	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	10.8%	13.6%
% of residents receiving recreation therapy	58.0%	25.2%
% of residents receiving occupational therapy	13.3%	9.4%
% of residents diagnosed with depression	26.0%	24.6%
% of residents receiving depression medication	51.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Parkview%20Place

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Peace Arch ECU-Hogg & Weatherby Pavilions QUICK FACTS

as of January 2016

Facility	Peace Arch ECU-Hogg & Weatherby Pavilions
Health authority	Fraser Health
Street address	15521 Russell Ave.
City	White Rock
Postal code	V4B 2R4
Phone number	(604) 531-5512
Operator (name)	Fraser Health
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Patient Care Quality Office
Phone number of complaint contact	(877) 880-8823
Current language(s) spoken by staff	English, Tagalog, Punjabi, Hindi, Spanish, Farsi, Vietnamese, Korean, French, Spanish, Chinese, Italian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	30
Short-term beds	0	Semi-private rooms	78
Long-term beds	234	Multi-person rooms	12
Total beds	234		

Inspection (as of December 15, 2015)			
Date of last inspection	24 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	5		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	10.8%	13.6%
% of residents receiving recreation therapy	72.2%	25.2%
% of residents receiving occupational therapy	16.8%	9.4%
% of residents diagnosed with depression	23.4%	24.6%
% of residents receiving depression medication	52.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/peace-arch-hospital----dr.-al-hogg-and-weatherby-pavilions

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Peace Portal Lodge QUICK FACTS
as of January 2016

Facility	Peace Portal Lodge
Health authority	Fraser Health
Street address	15441 - 16th Avenue
City	White Rock
Postal code	V4A 8T8
Phone number	(604) 535-2273
Operator (name)	Retirement Concepts
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.44
Funded Allied Health hours per resident per day*	0.17
Total 2014/15 funded direct care hours per resident per day	2.61

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	56	Private rooms	67
Short-term beds	0	Semi-private rooms	7
Long-term beds	62	Multi-person rooms	0
Total beds	118		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	23 Sep 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	7	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.9%	13.6%
% of residents receiving recreation therapy	62.1%	25.2%
% of residents receiving occupational therapy	1.1%	9.4%
% of residents diagnosed with depression	31.6%	24.6%
% of residents receiving depression medication	48.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	26%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/peace-portal-lodge

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Peace Villa QUICK FACTS
as of January 2016

Facility	Peace Villa
Health authority	Northern Health
Street address	8407 112 Avenue
City	Fort St John
Postal code	V1J 0J5
Phone number	(250) 261-7450
Operator (name)	Northern Health
Opened	2012
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.14
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	3.14

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Residential Care Manager
Phone number of complaint contact	(250) 261-7451
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	124
Short-term beds	0	Semi-private rooms	0
Long-term beds	121	Multi-person rooms	0
Total beds	121		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 Oct 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	4	Other injury	0
Food or other poisoning	1	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	12.9%	13.6%
% of residents receiving recreation therapy	0.2%	25.2%
% of residents receiving occupational therapy	0.5%	9.4%
% of residents diagnosed with depression	14.7%	24.6%
% of residents receiving depression medication	54.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	44%	31%
Daily physical restraints	36%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Peace%20Villa%20Residential%20Care-July%202014.pdf

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Picadilly Care Centre QUICK FACTS
as of January 2016

Facility	Picadilly Care Centre
Health authority	Interior Health
Street address	821 10th Avenue SW
City	Salmon Arm
Postal code	V1E 1T2
Phone number	(250) 804-1676
Operator (name)	Park Place Seniors Living Inc.
Opened	2007
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.01
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.32

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Accredited
Contact for complaints	Administrator
Phone number of complaint contact	(250) 804-1676 ext 102
Current language(s) spoken by staff	English, German, Dutch, Malayan, Hindi, Tamil, Kannada, Finnish, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	8	Private rooms	46
Short-term beds	0	Semi-private rooms	7
Long-term beds	51	Multi-person rooms	0
Total beds	59		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Mar 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	6	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	15.9%	13.6%
% of residents receiving recreation therapy	0.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	26.9%	24.6%
% of residents receiving depression medication	51.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Piccadilly%20Care%20Centre

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Pine Acres Home QUICK FACTS
as of January 2016

Facility	Pine Acres Home
Health authority	Interior Health
Street address	1902 Pheasant Lane
City	West Kelowna
Postal code	V4T 2H4
Phone number	(250) 768-7676
Operator (name)	Westbank First Nation Development Co. Ltd.
Opened	1988
Councils	Separate Resident & Family
Meetings held	Info not available
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.15
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	3.42

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Exemplary
Contact for complaints	Director of Care / Administrator
Phone number of complaint contact	(250) 768-7676
Current language(s) spoken by staff	English, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	20	Private rooms	33
Short-term beds	0	Semi-private rooms	5
Long-term beds	43	Multi-person rooms	0
Total beds	63		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	3 Jun 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	1	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.1%	13.6%
% of residents receiving recreation therapy	16.3%	25.2%
% of residents receiving occupational therapy	8.8%	9.4%
% of residents diagnosed with depression	12.9%	24.6%
% of residents receiving depression medication	34.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	44%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Pine%20Acres%20Home

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Pine Grove Lodge QUICK FACTS
as of January 2016

Facility	Pine Grove Lodge
Health authority	Interior Health
Street address	313 Mcgowan Street
City	Kamloops
Postal code	V2B 2N8
Phone number	(250) 376-5701
Operator (name)	0697790 BC Ltd
Opened	1981
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Accredited
Contact for complaints	Administrator
Phone number of complaint contact	(250) 376-5701 ext 501
Current language(s) spoken by staff	English, Italian, Tagalog, Urdu, Hindi, Punjabi, Chinese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	14
Short-term beds	0	Semi-private rooms	31
Long-term beds	75	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	9 Apr 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	17.7%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	3.0%	9.4%
% of residents diagnosed with depression	33.8%	24.6%
% of residents receiving depression medication	35.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/info.aspx?type=Location&loc=Pine%20Grove%20Care%20Centre&svc=Residential%20Care&ploc=N/A

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Pinegrove Place QUICK FACTS
as of January 2016

Facility	Pinegrove Place
Health authority	Vancouver Coastal
Street address	11331 Mellis Drive
City	Richmond
Postal code	V6X 1L8
Phone number	(604) 278-1296
Operator (name)	Mennonite Intermediate Care Home Society of Richmond
Opened	1983
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.58
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	2.86

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2018
Accreditation status	Commendation
Contact for complaints	Administrator / Director of Care
Phone number of complaint contact	(604) 278-1296
Current language(s) spoken by staff	English, Tagalog, Mandarin, Cantonese, Fukien, Hakka, Teochew, Malaysian, German, French, Spanish, Hindi, Punjabi, Tigrigna, Amharic, Shanghainese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	75
Short-term beds	0	Semi-private rooms	0
Long-term beds	75	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 Oct 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	7
Fall with injury/Adverse event	8	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.3%	13.6%
% of residents receiving recreation therapy	93.3%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	18.1%	24.6%
% of residents receiving depression medication	41.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	44%	31%
Daily physical restraints	24%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/richmond-residential-care/pinegrove-place/

OFFICE OF THE
SENIORS ADVOCATE

Pleasant Valley Manor QUICK FACTS
as of January 2016

Facility	Pleasant Valley Manor
Health authority	Interior Health
Street address	3800 Patten Dr.
City	Armstrong
Postal code	V0E 1B2
Phone number	(250) 546-4707
Operator (name)	Interior Health
Opened	1995
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.21

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2018
Accreditation status	Accredited
Contact for complaints	Manager / Care Coordinator
Phone number of complaint contact	(250) 546-4707
Current language(s) spoken by staff	English, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	82
Short-term beds	1	Semi-private rooms	0
Long-term beds	81	Multi-person rooms	0
Total beds	82		

Inspection (as of December 15, 2015)			
Date of last inspection	11 Feb 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	14.5%	13.6%
% of residents receiving recreation therapy	72.8%	25.2%
% of residents receiving occupational therapy	3.5%	9.4%
% of residents diagnosed with depression	32.5%	24.6%
% of residents receiving depression medication	53.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Pleasant%20Valley%20Manor

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Point Grey Private Hospital QUICK FACTS
as of January 2016

Facility	Point Grey Private Hospital
Health authority	Vancouver Coastal
Street address	2423 Cornwall Street
City	Vancouver
Postal code	V6K 1B9
Phone number	(604) 733-7133
Operator (name)	Point Grey Private Hosptial Ltd.
Opened	1979
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.65
Funded Allied Health hours per resident per day*	0.14
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Site Leader/Manager
Phone number of complaint contact	(604) 733-7133
Current language(s) spoken by staff	English, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	31
Short-term beds	0	Semi-private rooms	20
Long-term beds	67	Multi-person rooms	0
Total beds	71		

Inspection (as of December 15, 2015)			
Date of last inspection	13 Aug 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.3%	13.6%
% of residents receiving recreation therapy	2.2%	25.2%
% of residents receiving occupational therapy	0.4%	9.4%
% of residents diagnosed with depression	27.5%	24.6%
% of residents receiving depression medication	34.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	29%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Hairdresser and footcare

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/point-grey-private-hospital/

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Polson Place (Vernon Jubilee Hospital) QUICK FACTS

as of January 2016

Facility	Polson Place (Vernon Jubilee Hospital)
Health authority	Interior Health
Street address	2101 32nd Street
City	Vernon
Postal code	V1T 5L2
Phone number	(250) 558-1200
Operator (name)	Interior Health
Opened	1980
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.91
Funded Allied Health hours per resident per day*	0.35
Total 2014/15 funded direct care hours per resident per day	3.26

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Manager / Resident Care Coordinator
Phone number of complaint contact	(250) 558-1318 / (250) 558-1346
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	15
Short-term beds	0	Semi-private rooms	9
Long-term beds	97	Multi-person rooms	16
Total beds	97		

Inspection (as of December 15, 2015)			
Date of last inspection	16 Apr 2015	Reason for inspection	Monitoring

Incidents 2014-15	Quantity		
Serious adverse events	2		

Complaints 2014-15	Quantity	Complaints 2014-15	Quantity
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	25.2%	13.6%
% of residents receiving recreation therapy	40.0%	25.2%
% of residents receiving occupational therapy	34.3%	9.4%
% of residents diagnosed with depression	40.0%	24.6%
% of residents receiving depression medication	60.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Polson%20Residential%20Care

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Ponderosa Lodge QUICK FACTS
as of January 2016

Facility	Ponderosa Lodge
Health authority	Interior Health
Street address	425 Columbia St
City	Kamloops
Postal code	V2C 2T4
Phone number	(250) 374-5671
Operator (name)	Interior Health
Opened	1979
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	3.24
Funded Allied Health hours per resident per day*	1.04
Total 2014/15 funded direct care hours per resident per day	4.28

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 851-4439
Current language(s) spoken by staff	English, Mandarin, French, Spanish, Croatian, Polish, Tagalog, Indonesian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	90
Short-term beds	48	Semi-private rooms	1
Long-term beds	44	Multi-person rooms	0
Total beds	92		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	14 Aug 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	10	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	34.5%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	12.1%	9.4%
% of residents diagnosed with depression	9.6%	24.6%
% of residents receiving depression medication	43.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Ponderosa%20Lodge

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Poplar Ridge Pavilion (Kootenay Boundary Hospital)
QUICK FACTS
as of January 2016

Facility	Poplar Ridge Pavilion (Kootenay Boundary Hospital)
Health authority	Interior Health
Street address	1200 Hospital Bench
City	Trail
Postal code	V1R 4M1
Phone number	(250) 368-3311
Operator (name)	Interior Health
Opened	1972
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day*	0.37
Total 2014/15 funded direct care hours per resident per day	3.21

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Residential Care Coordinator / Social Worker
Phone number of complaint contact	250-368-3311 x 2226
Current language(s) spoken by staff	English, Italian, Filipino, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	5
Short-term beds	1	Semi-private rooms	14
Long-term beds	48	Multi-person rooms	4
Total beds	49		

Inspection (as of December 15, 2015)			
Date of last inspection	8 May 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	45.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	25.9%	24.6%
% of residents receiving depression medication	54.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Poplar%20Ridge%20Pavilion

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Powell River General Hospital – Evergreen ECU
QUICK FACTS
as of January 2016

Facility	Powell River General Hospital – Evergreen ECU
Health authority	Vancouver Coastal
Street address	4970 Joyce Ave.
City	Powell River
Postal code	V8A 5P2
Phone number	(604) 485-2208
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.75
Funded Allied Health hours per resident per day*	0.25
Total 2014/15 funded direct care hours per resident per day	3.00

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Dec 2016
Accreditation status	Accredited
Contact for complaints	Manager / Residential Care Coordinator
Phone number of complaint contact	(604) 485-3237
Current language(s) spoken by staff	English, Dutch, Russian, Italian, Filipino, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	6
Short-term beds	1	Semi-private rooms	4
Long-term beds	74	Multi-person rooms	15
Total beds	75		

Inspection (as of December 15, 2015)			
Date of last inspection	13 Oct 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.4%	13.6%
% of residents receiving recreation therapy	0.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	7.8%	24.6%
% of residents receiving depression medication	56.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Personal care fee for personal items

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/sunshine-coast-residential-care/evergreen-extended-care/

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Purdy Pavilion QUICK FACTS
as of January 2016

Facility	Purdy Pavilion
Health authority	Vancouver Coastal
Street address	2221 Wesbrook Mall
City	Vancouver
Postal code	V6T 1Z9
Phone number	(604) 822-7121
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.25
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 822-7289
Current language(s) spoken by staff	English, various
Visitor parking	Yes
Visitor parking cost	Reduced rate
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	23
Short-term beds	0	Semi-private rooms	0
Long-term beds	199	Multi-person rooms	60
Total beds	199		

Inspection (as of December 15, 2015)			
Date of last inspection	30 Jun 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	4		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	32.5%	13.6%
% of residents receiving recreation therapy	7.5%	25.2%
% of residents receiving occupational therapy	22.3%	9.4%
% of residents diagnosed with depression	20.5%	24.6%
% of residents receiving depression medication	43.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/harry-purdy-pavilion/

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Qualicum Manor QUICK FACTS
as of January 2016

Facility	Qualicum Manor
Health authority	Vancouver Island
Street address	124 Fourth Ave East
City	Qualicum Beach
Postal code	V9K 1N6
Phone number	(250) 752-1262
Operator (name)	Qualicum Manor Ltd
Opened	2005
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 752-1262 ext 4
Current language(s) spoken by staff	English, Tagalog, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	25	Private rooms	34
Short-term beds	0	Semi-private rooms	13
Long-term beds	35	Multi-person rooms	0
Total beds	60		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	20 Jun 2014	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	3	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	6.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	28.7%	24.6%
% of residents receiving depression medication	68.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	47%	31%
Daily physical restraints	20%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/qualicum_manor.htm

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Queen Charlotte Islands General Hospital QUICK FACTS
as of January 2016

Facility	Queen Charlotte Islands General Hospital
Health authority	Northern Health
Street address	3209 Oceanview Drive
City	Queen Charlotte
Postal code	V0T 1S0
Phone number	(250) 559-4300
Operator (name)	Northern Health
Opened	1905
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	0
Short-term beds	0	Semi-private rooms	2
Long-term beds	8	Multi-person rooms	2
Total beds	8		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Apr 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	17.9%	13.6%
% of residents receiving recreation therapy	13.1%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	47.6%	24.6%
% of residents receiving depression medication	60.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Queen%20Charlotte%20Islands%20Hosp%20Residential%20Care-July%202014.pdf

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Queen's Park QUICK FACTS
as of January 2016

Facility	Queen's Park
Health authority	Fraser Health
Street address	315 McBride Blvd.
City	New Westminster
Postal code	V3L 5E8
Phone number	(604) 520-0911
Operator (name)	Fraser Health
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Residential Care Coordinator / Manager
Phone number of complaint contact	(604) 517-8694 / (604) 517-8612/ (604) 517-8682/ (604) 517-8670
Current language(s) spoken by staff	English, Serbian, Tagalog, Punjabi, Cantonese, Spanish, Romanian, German
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	**Quantity**	**Room Configuration**	**Quantity**
Private (not publicly funded) beds	0	Private rooms	14
Short-term beds	8	Semi-private rooms	2
Long-term beds	150	Multi-person rooms	32
Total beds	158		

Inspection (as of December 15, 2015)			
Date of last inspection	26 Jan 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	16		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.8%	13.6%
% of residents receiving recreation therapy	14.1%	25.2%
% of residents receiving occupational therapy	1.8%	9.4%
% of residents diagnosed with depression	13.1%	24.6%
% of residents receiving depression medication	38.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/queen-s-park-care-centre

OFFICE OF THE
SENIORS ADVOCATE

R.W. Large Memorial Hospital QUICK FACTS
as of January 2016

Facility	R.W. Large Memorial Hospital
Health authority	Vancouver Coastal
Street address	88 Waglisla Street
City	Bella Bella
Postal code	V0T 1Z0
Phone number	(250) 957-2314
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Accredited
Contact for complaints	Manager, Clinical Services
Phone number of complaint contact	(250) 957-2314 ext 231
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	7
Short-term beds	0	Semi-private rooms	0
Long-term beds	6	Multi-person rooms	0
Total beds	6		

Inspection (as of December 15, 2015)			
Date of last inspection	No inspection information listed	Reason for inspection	Info not available
Incidents 2014-15	**Quantity**		
Serious adverse events	Suppressed		
Complaints 2014-15	**Quantity**	**Complaints**	**Quantity**
Number of complaints	Suppressed	Number substantiated complaints	Suppressed

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Suppressed	13.6%
% of residents receiving recreation therapy	Suppressed	25.2%
% of residents receiving occupational therapy	Suppressed	9.4%
% of residents diagnosed with depression	Suppressed	24.6%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	31%
Daily physical restraints	Suppressed	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/central-coast-residential-care/r.w.-large-memorial-hospital/

OFFICE OF THE
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Rainbow Care QUICK FACTS
as of January 2016

Facility	Rainbow Care
Health authority	Northern Health
Street address	1000 Liard Drive
City	Prince George
Postal code	V2M 3Z3
Phone number	(250) 645-6497
Operator (name)	Northern Health
Opened	2012
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.10
Funded Allied Health hours per resident per day*	0.11
Total 2014/15 funded direct care hours per resident per day	3.21

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Clinical Coordinator
Phone number of complaint contact	(250) 645-6425
Current language(s) spoken by staff	English, Ukrainian, French, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	19
Short-term beds	0	Semi-private rooms	0
Long-term beds	19	Multi-person rooms	0
Total beds	19		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Jan 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	0
Fall with injury/Adverse event	1	Other injury	0
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	91.7%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	0.0%	24.6%
% of residents receiving depression medication	10.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Drugs not covered elsewhere

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Rainbow%20Lodge%20Residential%20Care-July%202014.pdf

OFFICE OF THE
SENIORS ADVOCATE

Renfrew Care Centre QUICK FACTS
as of January 2016

Facility	Renfrew Care Centre
Health authority	Vancouver Coastal
Street address	1880 Renfrew Street
City	Vancouver
Postal code	V5M 3H9
Phone number	(604) 662-4669
Operator (name)	Renfrew Care Centre Ventures Ltd.
Opened	1996
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.43
Funded Allied Health hours per resident per day*	0.12
Total 2014/15 funded direct care hours per resident per day	2.55

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	General Manager
Phone number of complaint contact	(604) 255-7723 ext 145
Current language(s) spoken by staff	Tagalog, Swahili, Hebrew, Russian, English, Cantonese, Mandarin, Punjabi, Hindi, Vietnamese, Fijian, Tamil, Sinhaula, Spanish, Portuguese, Polish, Ukrainian, French
Visitor parking	No
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	86
Short-term beds	0	Semi-private rooms	10
Long-term beds	106	Multi-person rooms	0
Total beds	106		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Jun 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	13	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.8%	13.6%
% of residents receiving recreation therapy	2.4%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	21.8%	24.6%
% of residents receiving depression medication	29.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/renfrew-care-centre/

OFFICE OF THE
SENIORS ADVOCATE

Rest Haven Lodge QUICK FACTS
as of January 2016

Facility	Rest Haven Lodge
Health authority	Vancouver Island
Street address	2281 Mills Road
City	Sidney
Postal code	V8L 2C3
Phone number	(250) 656-0717
Operator (name)	Adventist Health Care Home Society
Opened	1982
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 656-0717
Current language(s) spoken by staff	French, English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	73
Short-term beds	0	Semi-private rooms	0
Long-term beds	73	Multi-person rooms	0
Total beds	73		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Aug 2015	Reason for licensing inspection	Non-Visit Followup
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	8	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	3

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	16.1%	13.6%
% of residents receiving recreation therapy	74.9%	25.2%
% of residents receiving occupational therapy	0.4%	9.4%
% of residents diagnosed with depression	35.1%	24.6%
% of residents receiving depression medication	62.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	28%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/rest_haven_lodge.htm

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SENIORS ADVOCATE

Richmond Lions Manor QUICK FACTS
as of January 2016

Facility	Richmond Lions Manor
Health authority	Vancouver Coastal
Street address	9020 Bridgeport Road
City	Richmond
Postal code	V6X 1S1
Phone number	(604) 675-2590
Operator (name)	Vancouver Coastal Health
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day*	0.29
Total 2014/15 funded direct care hours per resident per day	2.82

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Patient Care & Quality Office
Phone number of complaint contact	(604) 366-3786 / 1-877-993-9199
Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog, Spanish, Punjabi, Hindi, French, Italian, Korean, Japanese, Chavacano, Fokein, Cebuana
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	49
Short-term beds	1	Semi-private rooms	22
Long-term beds	92	Multi-person rooms	0
Total beds	93		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Nov 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	1	Missing or wandering person	2
Fall with injury/Adverse event	4	Other injury	0
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	48.0%	13.6%
% of residents receiving recreation therapy	16.6%	25.2%
% of residents receiving occupational therapy	50.5%	9.4%
% of residents diagnosed with depression	18.7%	24.6%
% of residents receiving depression medication	39.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/richmond-residential-care/richmond-lions-manor/

OFFICE OF THE
SENIORS ADVOCATE

Ridgeview Lodge QUICK FACTS
as of January 2016

Facility	Ridgeview Lodge
Health authority	Interior Health
Street address	920 Desmond Street
City	Kamloops
Postal code	V2B 5K6
Phone number	(250) 376-3131
Operator (name)	Baltic Properties Ltd.
Opened	2008
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day*	0.20
Total 2014/15 funded direct care hours per resident per day	3.07

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Info not available
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	23	Private rooms	129
Short-term beds	0	Semi-private rooms	0
Long-term beds	106	Multi-person rooms	0
Total beds	129		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	3
Fall with injury/Adverse event	8	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.2%	13.6%
% of residents receiving recreation therapy	11.4%	25.2%
% of residents receiving occupational therapy	1.6%	9.4%
% of residents diagnosed with depression	21.9%	24.6%
% of residents receiving depression medication	47.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Ridgeview%20Lodge

OFFICE OF THE
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Ridgewood Lodge (Princeton General Hospital) QUICK FACTS

as of January 2016

Facility	Ridgewood Lodge (Princeton General Hospital)
Health authority	Interior Health
Street address	98 Ridgewood Drive
City	Princeton
Postal code	V0X 1W0
Phone number	(250) 295-3211
Operator (name)	Interior Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day*	0.34
Total 2014/15 funded direct care hours per resident per day	3.17

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(250) 295-4486 / (250) 295-5414
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	33
Short-term beds	2	Semi-private rooms	2
Long-term beds	35	Multi-person rooms	0
Total beds	37		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available

Incidents	2014-15	Quantity	Incidents	2014-15	Quantity
Disease outbreak or occurrence		1	Medication error with adverse event		1
Abuse/neglect		4	Missing or wandering person		0
Fall with injury/Adverse event		10	Other injury		0
Food or other poisoning		0	Aggression between persons in care		0
Complaints	**2014-15**	**Quantity**	**Complaints**	**2014-15**	**Quantity**
Number of licensing complaints		Info not available	Number substantiated licensing complaints		Info not available

Care & Services Quality*	2014-15	Facility	BC
% of residents receiving physical therapy		30.2%	13.6%
% of residents receiving recreation therapy		5.9%	25.2%
% of residents receiving occupational therapy		14.5%	9.4%
% of residents diagnosed with depression		24.7%	24.6%
% of residents receiving depression medication		42.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis		36%	31%
Daily physical restraints		6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Ridgewood%20Lodge

OFFICE OF THE
SENIORS ADVOCATE

Rocky Mountain Village QUICK FACTS
as of January 2016

Facility	Rocky Mountain Village
Health authority	Interior Health
Street address	55 Cokato Road
City	Fernie
Postal code	V0B 1M4
Phone number	(250) 423-4214
Operator (name)	Golden Life Management Corp
Opened	2004
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.73
Funded Allied Health hours per resident per day*	0.34
Total 2014/15 funded direct care hours per resident per day	3.07

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Community Manager
Phone number of complaint contact	(250) 423-4214
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	1	Private rooms	62
Short-term beds	5	Semi-private rooms	0
Long-term beds	56	Multi-person rooms	0
Total beds	62		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Mar 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	3	Missing or wandering person	7
Fall with injury/Adverse event	6	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	37.3%	13.6%
% of residents receiving recreation therapy	88.8%	25.2%
% of residents receiving occupational therapy	49.7%	9.4%
% of residents diagnosed with depression	31.0%	24.6%
% of residents receiving depression medication	53.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	18%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Rocky%20Mountain%20Village

OFFICE OF THE
SENIORS ADVOCATE

Rose Wood Village QUICK FACTS
as of January 2016

Facility	Rose Wood Village
Health authority	Interior Health
Street address	8125 Devito Drive
City	Trail
Postal code	V1R 4X9
Phone number	(250) 364-3150
Operator (name)	Golden Life Management Corp
Opened	2004
Councils	Separate Resident & Family
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.12
Funded Allied Health hours per resident per day*	0.26
Total 2014/15 funded direct care hours per resident per day	3.38

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Community Manager
Phone number of complaint contact	(250) 364-3150
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	1	Private rooms	45
Short-term beds	0	Semi-private rooms	0
Long-term beds	45	Multi-person rooms	0
Total beds	46		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	24 Mar 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	1
Fall with injury/Adverse event	6	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.8%	13.6%
% of residents receiving recreation therapy	4.7%	25.2%
% of residents receiving occupational therapy	0.5%	9.4%
% of residents diagnosed with depression	37.0%	24.6%
% of residents receiving depression medication	53.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Rose%20Wood%20Village

OFFICE OF THE
SENIORS ADVOCATE

Rosemary Heights Seniors Village QUICK FACTS
as of January 2016

Facility	Rosemary Heights Seniors Village
Health authority	Fraser Health
Street address	15240-34th Avenue
City	Surrey
Postal code	V3S 0L3
Phone number	(778) 545-5000
Operator (name)	Retirement Concepts
Opened	2008
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.56
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	General Manager
Phone number of complaint contact	(778) 545-5001
Current language(s) spoken by staff	English, Punjabi, Tagalog, Spanish, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	5	Private rooms	85
Short-term beds	0	Semi-private rooms	2
Long-term beds	85	Multi-person rooms	0
Total beds	90		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	9 Jan 2015	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	10	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.3%	13.6%
% of residents receiving recreation therapy	89.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	16.9%	24.6%
% of residents receiving depression medication	41.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/assisted-living-residences/delta,-surrey-and-langley/rosemary-heights-seniors-village

OFFICE OF THE
SENIORS ADVOCATE

Rosewood Manor QUICK FACTS
as of January 2016

Facility	Rosewood Manor
Health authority	Vancouver Coastal
Street address	6260 Blundell Rd
City	Richmond
Postal code	V7C 5C4
Phone number	(604) 271-3590
Operator (name)	Richmond Intermediate Care Society
Opened	1982
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	3.10

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator
Phone number of complaint contact	(604) 271-3590 ext 123
Current language(s) spoken by staff	English, Arabic, Ukranian, Spanish, Shanghainese, Russian, Punjabi, Mandarin, Korean, Hindi, Gujerati, Filipino, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	5	Private rooms	151
Short-term beds	0	Semi-private rooms	0
Long-term beds	151	Multi-person rooms	0
Total beds	156		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	5 Feb 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	3
Fall with injury/Adverse event	20	Other injury	5
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.3%	13.6%
% of residents receiving recreation therapy	5.0%	25.2%
% of residents receiving occupational therapy	0.2%	9.4%
% of residents diagnosed with depression	22.7%	24.6%
% of residents receiving depression medication	35.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling, drugs & specialty services not otherwise covered

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/richmond-residential-care/rosewood-manor/

OFFICE OF THE
SENIORS ADVOCATE

Rotary Manor QUICK FACTS
as of January 2016

Facility	Rotary Manor
Health authority	Northern Health
Street address	1121 90th Avenue
City	Dawson Creek
Postal code	V1G 5A3
Phone number	(250) 719-3480
Operator (name)	Northern Health
Opened	2002
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.13
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	3.13

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 719-3488
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	115
Short-term beds	4	Semi-private rooms	0
Long-term beds	111	Multi-person rooms	0
Total beds	115		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	5 Mar 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	29	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.9%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	26.9%	24.6%
% of residents receiving depression medication	40.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	23%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Dental Hygienist

Link to web page
https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Rotary%20Manor%20Residential%20Care-July%202014.pdf

OFFICE OF THE
SENIORS ADVOCATE

Royal Arch Masonic Homes Society QUICK FACTS
as of January 2016

Facility	Royal Arch Masonic Homes Society
Health authority	Vancouver Coastal
Street address	7850 Champlain Cresc
City	Vancouver
Postal code	V5S 4C7
Phone number	(604) 437-7343
Operator (name)	Royal Arch Masonic Homes Society
Opened	1982
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day*	0.37
Total 2014/15 funded direct care hours per resident per day	3.34

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 412-2451
Current language(s) spoken by staff	English, Hindi, Punjabi, Tagalog, Japanese, Cantonese, Spanish, Mandarin, Italian, Portuguese, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	151
Short-term beds	0	Semi-private rooms	0
Long-term beds	151	Multi-person rooms	0
Total beds	151		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Feb 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	40	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	3	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	14.3%	13.6%
% of residents receiving recreation therapy	0.9%	25.2%
% of residents receiving occupational therapy	0.2%	9.4%
% of residents diagnosed with depression	22.0%	24.6%
% of residents receiving depression medication	39.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/royal-arch-masonic-home/

OFFICE OF THE
SENIORS ADVOCATE

Royal Ascot Care Centre QUICK FACTS
as of January 2016

Facility	Royal Ascot Care Centre
Health authority	Vancouver Coastal
Street address	2455 East Broadway
City	Vancouver
Postal code	V5M 1Y1
Phone number	(604) 254-5559
Operator (name)	Royal Ascot Care Centre Ltd.
Opened	1995
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	3.13

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator
Phone number of complaint contact	(604) 254-5559x228
Current language(s) spoken by staff	English, Punjabi, Tagalog, Cantonese, Korean
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	64
Short-term beds	0	Semi-private rooms	9
Long-term beds	80	Multi-person rooms	0
Total beds	82		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Dec 2014	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	19		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	1	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.7%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	21.4%	24.6%
% of residents receiving depression medication	43.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16%	31%
Daily physical restraints	0.0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/royal-ascot-care-centre/

OFFICE OF THE
SENIORS ADVOCATE

Royal City Manor QUICK FACTS
as of January 2016

Facility	Royal City Manor
Health authority	Fraser Health
Street address	77 Jamieson
City	New Westminster
Postal code	V3L 5P8
Phone number	(604) 522-6699
Operator (name)	Revera Long Term Care
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.60
Funded Allied Health hours per resident per day*	0.19
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Commendation
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 522-6699 ext 104
Current language(s) spoken by staff	English, Punjabi, Cantonese, Mandarin, Tagalog, Chinese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	115	Private rooms	50
Short-term beds	0	Semi-private rooms	115
Long-term beds	50	Multi-person rooms	0
Total beds	165		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Jun 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	6	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	13.3%	13.6%
% of residents receiving recreation therapy	11.4%	25.2%
% of residents receiving occupational therapy	3.0%	9.4%
% of residents diagnosed with depression	23.9%	24.6%
% of residents receiving depression medication	41.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/royal-city-manor

OFFICE OF THE
SENIORS ADVOCATE

S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home QUICK FACTS

as of January 2016

Facility	S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home
Health authority	Vancouver Coastal
Street address	555 Carrall Street
City	Vancouver
Postal code	V6B 2J8
Phone number	(604) 608-8800
Operator (name)	S.U.C.C.E.S.S. Multi-Level Care Society
Opened	2001
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.55
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	2.82

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Mar 2019
Accreditation status	Exemplary
Contact for complaints	Manager
Phone number of complaint contact	(604) 608-8810
Current language(s) spoken by staff	English, Cantonese, Mandarin
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	3	Private rooms	104
Short-term beds	0	Semi-private rooms	5
Long-term beds	110	Multi-person rooms	0
Total beds	113		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	31 Aug 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	19.7%	13.6%
% of residents receiving recreation therapy	1.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	16.8%	24.6%
% of residents receiving depression medication	31.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/simon-k.y.-lee-seniors-care-home/

OFFICE OF THE
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Saanich Peninsula Hospital QUICK FACTS
as of January 2016

Facility	Saanich Peninsula Hospital
Health authority	Vancouver Island
Street address	2166 Mt Newton X Rd
City	Saanichton
Postal code	V8M 2B3
Phone number	(250) 544-7676
Operator (name)	Vancouver Island Health
Opened	1972
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	3.23

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 652-7574
Current language(s) spoken by staff	English, Filipino, Chinese, Polish, Mexican
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	17
Short-term beds	1	Semi-private rooms	10
Long-term beds	142	Multi-person rooms	116
Total beds	143		

Inspection (as of December 15, 2015)			
Date of last inspection	27 Mar 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	4		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	20.3%	13.6%
% of residents receiving recreation therapy	77.0%	25.2%
% of residents receiving occupational therapy	38.3%	9.4%
% of residents diagnosed with depression	42.1%	24.6%
% of residents receiving depression medication	51.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/saanich_peninsula_hospital.htm

OFFICE OF THE
SENIORS ADVOCATE

Selkirk Place QUICK FACTS
as of January 2016

Facility	Selkirk Place
Health authority	Vancouver Island
Street address	385 Waterfront Crescent
City	Victoria
Postal code	V8T 5K7
Phone number	(250) 940-1028
Operator (name)	Ahmon Group – Selkirk Place Ltd.
Opened	2004
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	16	Private rooms	195
Short-term beds	0	Semi-private rooms	11
Long-term beds	201	Multi-person rooms	0
Total beds	217		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	22 Apr 2015	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	5	Missing or wandering person	4
Fall with injury/Adverse event	50	Other injury	6
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	8	Number substantiated licensing complaints	4

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.2%	13.6%
% of residents receiving recreation therapy	26.8%	25.2%
% of residents receiving occupational therapy	0.9%	9.4%
% of residents diagnosed with depression	30.3%	24.6%
% of residents receiving depression medication	54.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/selkirk_place.htm

OFFICE OF THE
SENIORS ADVOCATE

Sherwood Crescent Manor Ltd. QUICK FACTS
as of January 2016

Facility	Sherwood Crescent Manor Ltd.
Health authority	Fraser Health
Street address	32073 Sherwood Cresc
City	Abbotsford
Postal code	V2T 1C1
Phone number	(604) 853-7854
Operator (name)	The TCG Group
Opened	Info not available
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Info not available
Food prepared and cooked on site	Info not available

Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	2.79

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Info not available
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	Info not available
Short-term beds	10	Semi-private rooms	Info not available
Long-term beds	44	Multi-person rooms	Info not available
Total beds	54		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 Feb 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	15	Other injury	3
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	2.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	24.7%	24.6%
% of residents receiving depression medication	49.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	50%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/sherwood-crescent-manor

OFFICE OF THE
SENIORS ADVOCATE

Shorncliffe QUICK FACTS
as of January 2016

Facility	Shorncliffe
Health authority	Vancouver Coastal
Street address	5847 Medusa Street
City	Sechelt
Postal code	V0N 3A0
Phone number	(604) 885-5126
Operator (name)	Vancouver Coastal Health
Opened	1983
Councils	Separate & Combined Resident & Family Councils
Meetings held	Scheduled as needed
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day*	0.17
Total 2014/15 funded direct care hours per resident per day	3.21

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2013
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	604-885-5126 ext 223 / 604-989-0669
Current language(s) spoken by staff	German, Tagalog, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	59
Short-term beds	4	Semi-private rooms	0
Long-term beds	55	Multi-person rooms	0
Total beds	59		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 May 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	6	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.4%	13.6%
% of residents receiving recreation therapy	1.9%	25.2%
% of residents receiving occupational therapy	1.9%	9.4%
% of residents diagnosed with depression	13.4%	24.6%
% of residents receiving depression medication	47.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	31%
Daily physical restraints	25%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Personal care fee for personal items

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/sunshine-coast-residential-care/shorncliffe-intermediate-care-facility/

OFFICE OF THE
SENIORS ADVOCATE

Sidney Care Home QUICK FACTS
as of January 2016

Facility	Sidney Care Home
Health authority	Vancouver Island
Street address	9888 Fifth St.
City	Sidney
Postal code	V8L 2X3
Phone number	(250) 656-0121
Operator (name)	Hurst Management Ltd.
Opened	1960
Councils	Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 656-0121 ext 1
Current language(s) spoken by staff	English, French, Spanish, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	44
Short-term beds	0	Semi-private rooms	5
Long-term beds	54	Multi-person rooms	0
Total beds	54		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26-Mar 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.8%	13.6%
% of residents receiving recreation therapy	4.2%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	39.6%	24.6%
% of residents receiving depression medication	51.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	22%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Hairdressing, podiatry, pharmacy

Link to web page
http://www.viha.ca/hcc/residential/locations/sidney_care_home.htm

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Silver Kettle Village QUICK FACTS
as of January 2016

Facility	Silver Kettle Village
Health authority	Interior Health
Street address	2350 72nd Avenue
City	Grand Forks
Postal code	V0H 1H0
Phone number	(250) 442-0667
Operator (name)	Golden Life Management Corp
Opened	2012
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day*	0.33
Total 2014/15 funded direct care hours per resident per day	3.16

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Accredited
Contact for complaints	Community Manager
Phone number of complaint contact	(250) 442-0667
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	42
Short-term beds	0	Semi-private rooms	0
Long-term beds	40	Multi-person rooms	0
Total beds	42		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Sep 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	8	Other injury	0
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	16.4%	13.6%
% of residents receiving recreation therapy	79.9%	25.2%
% of residents receiving occupational therapy	7.9%	9.4%
% of residents diagnosed with depression	29.9%	24.6%
% of residents receiving depression medication	45.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://goldenlifemanagement.ca/index.php/villages/silver-kettle-village/overview-11

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Simon Fraser Lodge QUICK FACTS
as of January 2016

Facility	Simon Fraser Lodge
Health authority	Northern Health
Street address	2410 Laurier Cres.
City	Prince George
Postal code	V2M 2B3
Phone number	(250) 563-3413
Operator (name)	Buron Healthcare
Opened	1986
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Commendation
Contact for complaints	General Manager
Phone number of complaint contact	(250) 563-3413 x 102
Current language(s) spoken by staff	Filipino, Spanish, English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	130
Short-term beds	0	Semi-private rooms	0
Long-term beds	130	Multi-person rooms	0
Total beds	130		

Inspection (as of December 15, 2015)			
Date of last inspection	16 Mar 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.4%	13.6%
% of residents receiving recreation therapy	0.6%	25.2%
% of residents receiving occupational therapy	1.3%	9.4%
% of residents diagnosed with depression	26.2%	24.6%
% of residents receiving depression medication	54.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28%	31%
Daily physical restraints	31%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Simon%20Fraser%20Lodge%20Residential%20Care-July%202014.pdf

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Simpson Manor QUICK FACTS
as of January 2016

Facility	Simpson Manor
Health authority	Fraser Health
Street address	8838 Glover Road
City	Langley
Postal code	V1M 2R4
Phone number	(604) 888-0711
Operator (name)	Decker Management
Opened	2008
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.55
Funded Allied Health hours per resident per day*	0.24
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Nov 2018
Accreditation status	Commendation
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 888-0711x121
Current language(s) spoken by staff	English, Hindi, Polish, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	14	Private rooms	68
Short-term beds	6	Semi-private rooms	14
Long-term beds	76	Multi-person rooms	0
Total beds	96		

Inspection (as of December 15, 2015)			
Date of last inspection	27 Apr 2015	Reason for inspection	Follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.8%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	6.4%	24.6%
% of residents receiving depression medication	44.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/simpson-manor

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Slocan Community Health Centre QUICK FACTS
as of January 2016

Facility	Slocan Community Health Centre
Health authority	Interior Health
Street address	401 Galena Ave
City	New Denver
Postal code	V0G 1S0
Phone number	(250) 358-7911
Operator (name)	Interior Health
Opened	1979
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.29
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Sep 2015
Accreditation status	Commendation
Contact for complaints	Residential Care Coordinator / Manager
Phone number of complaint contact	(250) 358-7911
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	6
Short-term beds	2	Semi-private rooms	20
Long-term beds	26	Multi-person rooms	0
Total beds	28		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Feb 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	2	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	6.8%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	6.7%	9.4%
% of residents diagnosed with depression	18.2%	24.6%
% of residents receiving depression medication	58.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Transportation, specialty services

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Slocan%20Community%20Health%20Centre%20(The%20Pavilion)

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Sluggett House QUICK FACTS
as of January 2016

Facility	Sluggett House
Health authority	Vancouver Island
Street address	1336 Marchant Rd.
City	Brentwood Bay
Postal code	V8M 1H1
Phone number	(250) 544-0925
Operator (name)	Beacon Community Services
Opened	2009
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	2.74

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2016
Accreditation status	Exemplary
Contact for complaints	Manager
Phone number of complaint contact	(250) 589-3354
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	16
Short-term beds	0	Semi-private rooms	0
Long-term beds	16	Multi-person rooms	0
Total beds	16		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Feb 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	11	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0% **	13.6%
% of residents receiving recreation therapy	0.0% **	25.2%
% of residents receiving occupational therapy	0.0% **	9.4%
% of residents diagnosed with depression	35.4%	24.6%
% of residents receiving depression medication	64.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	44%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information
** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/sluggett_house.htm

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Spring Valley Care Centre Ltd. QUICK FACTS
as of January 2016

Facility	Spring Valley Care Centre Ltd.
Health authority	Interior Health
Street address	355 Terai Court
City	Kelowna
Postal code	V1X 5X6
Phone number	(250) 979-6000
Operator (name)	Park Place Seniors Living Inc.
Opened	1979
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.81
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	3.09

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Accredited
Contact for complaints	Louise Johnson / Jenny Reink
Phone number of complaint contact	(250) 979-6000
Current language(s) spoken by staff	English, German, Farsi, Spanish, Punjabi, Dutch, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	1	Private rooms	114
Short-term beds	0	Semi-private rooms	8
Long-term beds	150	Multi-person rooms	0
Total beds	151		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	15 May 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	12	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	4

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.8%	13.6%
% of residents receiving recreation therapy	52.7%	25.2%
% of residents receiving occupational therapy	32.5%	9.4%
% of residents diagnosed with depression	45.4%	24.6%
% of residents receiving depression medication	46.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	Clothing labelling fee

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/info.aspx?type=Location&loc=Spring%20Valley%20Care%20Centre&svc=Residential%20Care&ploc=N/A

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St. Judes Anglican Home QUICK FACTS
as of January 2016

Facility	St. Judes Anglican Home
Health authority	Vancouver Coastal
Street address	810 West 27th Avenue
City	Vancouver
Postal code	V5Z 2G7
Phone number	(604) 874-3200
Operator (name)	St. Jude's Anglican Home
Opened	1979
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.40
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	2.68

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator / Director of Care
Phone number of complaint contact	(604) 874-3200 ext 242 / (604) 874-3200 ext 227
Current language(s) spoken by staff	English, Spanish, Tagalog, French Russian, Hungarian, Cantonese, Mandarin, Ukrainian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	45
Short-term beds	0	Semi-private rooms	5
Long-term beds	53	Multi-person rooms	0
Total beds	55		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	28 Jul 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	6	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.0%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	33.9%	24.6%
% of residents receiving depression medication	61.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	36%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/st.-jude-s-anglican-home/

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St. Mary's Hospital – Totem Lodge ECU QUICK FACTS

as of January 2016

Facility	St. Mary's Hospital – Totem Lodge ECU
Health authority	Vancouver Coastal
Street address	5544 Sunshine Coast Highway
City	Sechelt
Postal code	V0N 3A0
Phone number	(604) 885-8602
Operator (name)	Vancouver Coastal Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Scheduled as needed
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.18
Total 2014/15 funded direct care hours per resident per day	3.10

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2015
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(604) 885-8602
Current language(s) spoken by staff	French, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	3
Short-term beds	0	Semi-private rooms	3
Long-term beds	49	Multi-person rooms	10
Total beds	49		

Inspection (as of December 15, 2015)			
Date of last inspection	14 Apr 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	6		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.5%	13.6%
% of residents receiving recreation therapy	0.7%	25.2%
% of residents receiving occupational therapy	1.3%	9.4%
% of residents diagnosed with depression	16.6%	24.6%
% of residents receiving depression medication	42.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43%	31%
Daily physical restraints	19%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	Personal care fee for personal items

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/sunshine-coast-residential-care/totem-lodge/

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St. Michael's Centre QUICK FACTS
as of January 2016

Facility	St. Michael's Centre
Health authority	Fraser Health
Street address	7451 Sussex Avenue
City	Burnaby
Postal code	V5J 5C2
Phone number	(604) 434-1323
Operator (name)	St. Michael's Centre Hospital Society
Opened	1981
Councils	Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.99
Funded Allied Health hours per resident per day*	0.34
Total 2014/15 funded direct care hours per resident per day	3.34

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 412-2185
Current language(s) spoken by staff	Farsi, Urdu, Hindi, Punjabi, Sendhi, Mandarin, Spanish, Cantonese, Polish, English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	20
Short-term beds	16	Semi-private rooms	36
Long-term beds	128	Multi-person rooms	9
Total beds	144		

Inspection (as of December 15, 2015)			
Date of last inspection	15 Sep 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	17		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	33.2%	25.2%
% of residents receiving occupational therapy	20.3%	9.4%
% of residents diagnosed with depression	23.8%	24.6%
% of residents receiving depression medication	41.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/saint-michael-s-care-centre

OFFICE OF THE
SENIORS ADVOCATE

St. Vincent's Hospital-Brock Fahrni Pavilion QUICK FACTS

as of January 2016

Facility	St. Vincent's Hospital-Brock Fahrni Pavilion
Health authority	Vancouver Coastal
Street address	4650 Oak St.
City	Vancouver
Postal code	V6H 4J4
Phone number	(604) 806-9710
Operator (name)	Providence Health Care
Opened	1980
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Nov 2017
Accreditation status	Exemplary
Contact for complaints	Site-Operations Leader
Phone number of complaint contact	(604) 805-9705
Current language(s) spoken by staff	English, Cantonese, Mandarin, Punjabi, Tagalog
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	8
Short-term beds	0	Semi-private rooms	8
Long-term beds	148	Multi-person rooms	30
Total beds	148		

Inspection (as of December 15, 2015)			
Date of last inspection	14 Jan 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	6		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	11.2%	13.6%
% of residents receiving recreation therapy	2.0%	25.2%
% of residents receiving occupational therapy	7.9%	9.4%
% of residents diagnosed with depression	27.1%	24.6%
% of residents receiving depression medication	39.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Haircuts, podiatry, lunch and coffee outings

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/brock-fahrni-pavilion/

OFFICE OF THE
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St. Vincent's Langara ECU QUICK FACTS
as of January 2016

Facility	St. Vincent's Langara ECU
Health authority	Vancouver Coastal
Street address	255 W 62nd Ave
City	Vancouver
Postal code	V5X 4V4
Phone number	(604) 325-4116
Operator (name)	Providence Health Care
Opened	1991
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day*	0.32
Total 2014/15 funded direct care hours per resident per day	3.20

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Nov 2017
Accreditation status	Exemplary
Contact for complaints	Site/Operations Leader
Phone number of complaint contact	(604) 806-9755
Current language(s) spoken by staff	English, Hindi, Croatian, French, Punjabi, Italian, Mandarin, Spanish, Portuguese, Cantonese, Tagalog, Vietnamese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	16
Short-term beds	0	Semi-private rooms	8
Long-term beds	197	Multi-person rooms	41
Total beds	197		

Inspection (as of December 15, 2015)			
Date of last inspection	4 Feb 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	12		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	18.4%	13.6%
% of residents receiving recreation therapy	3.8%	25.2%
% of residents receiving occupational therapy	11.6%	9.4%
% of residents diagnosed with depression	24.3%	24.6%
% of residents receiving depression medication	29.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/st.-vincent-s-langara-residential-care/

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Stanford Place QUICK FACTS
as of January 2016

Facility	Stanford Place
Health authority	Vancouver Island
Street address	250 Craig St
City	Parksville
Postal code	V9P 1M2
Phone number	(250) 954-7427
Operator (name)	Retirement Concepts
Opened	2008
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Exemplary
Contact for complaints	General Manager
Phone number of complaint contact	(250) 951-0811 ext 1116
Current language(s) spoken by staff	English, French, Filipino, Russian, German, Dutch
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	11	Private rooms	172
Short-term beds	0	Semi-private rooms	5
Long-term beds	171	Multi-person rooms	0
Total beds	182		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	1 Dec 2014	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	6
Fall with injury/Adverse event	21	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	6	Number substantiated licensing complaints	5

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	19.2%	13.6%
% of residents receiving recreation therapy	10.1%	25.2%
% of residents receiving occupational therapy	2.6%	9.4%
% of residents diagnosed with depression	26.4%	24.6%
% of residents receiving depression medication	52.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/stanford_place.htm

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Stuart Lake Hospital QUICK FACTS
as of January 2016

Facility	Stuart Lake Hospital
Health authority	Northern Health
Street address	600 Stuart Drive E
City	Fort St. James
Postal code	V0J 1P0
Phone number	(250) 996-8201
Operator (name)	Northern Health
Opened	1905
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Head Nurse
Phone number of complaint contact	(250) 996-8201 x2286
Current language(s) spoken by staff	English, Carrier
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	6
Short-term beds	0	Semi-private rooms	0
Long-term beds	6	Multi-person rooms	0
Total beds	6		

Inspection (as of December 15, 2015)			
Date of last inspection	5 Apr 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	10.0%	24.6%
% of residents receiving depression medication	0.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Stuart%20Lake%20Hosp%20Residential%20Care-July%202014.pdf

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Stuart Nechako Manor QUICK FACTS
as of January 2016

Facility	Stuart Nechako Manor
Health authority	Northern Health
Street address	3277 Hospital Road
City	Vanderhoof
Postal code	V0J 3A2
Phone number	(250) 567-6282
Operator (name)	Northern Health
Opened	1905
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.08
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	3.08

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 567-6282
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	45
Short-term beds	1	Semi-private rooms	4
Long-term beds	52	Multi-person rooms	0
Total beds	53		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	22 Jan 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	0	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	22.6%	13.6%
% of residents receiving recreation therapy	23.1%	25.2%
% of residents receiving occupational therapy	27.9%	9.4%
% of residents diagnosed with depression	31.1%	24.6%
% of residents receiving depression medication	46.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	52%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Stuart%20Nechako%20Manor%20Residential%20Care-July%202014.pdf

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Summerland Seniors Village QUICK FACTS
as of January 2016

Facility	Summerland Seniors Village
Health authority	Interior Health
Street address	12803 Atkinson Road
City	Summerland
Postal code	V0H 1Z4
Phone number	(250) 404-0118
Operator (name)	Retirement Concepts Seniors Services Ltd.
Opened	2006
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day*	0.27
Total 2014/15 funded direct care hours per resident per day	3.14

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Info not available
Contact for complaints	General Manager
Phone number of complaint contact	(250) 404-4400
Current language(s) spoken by staff	English, French, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	37	Private rooms	105
Short-term beds	1	Semi-private rooms	0
Long-term beds	74	Multi-person rooms	0
Total beds	112		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	2
Fall with injury/Adverse event	15	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.2%	13.6%
% of residents receiving recreation therapy	31.5%	25.2%
% of residents receiving occupational therapy	16.5%	9.4%
% of residents diagnosed with depression	25.6%	24.6%
% of residents receiving depression medication	47.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37%	31%
Daily physical restraints	12%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Summerland%20Seniors%20Village

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Suncreek Village QUICK FACTS
as of January 2016

Facility	Suncreek Village
Health authority	Fraser Health
Street address	13687 62nd Avenue
City	Surrey
Postal code	V3X 0B5
Phone number	(604) 591-5177
Operator (name)	Daljit Gill
Opened	2009
Councils	Separate Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.68
Funded Allied Health hours per resident per day*	0.35
Total 2014/15 funded direct care hours per resident per day	3.03

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	April 2018
Accreditation status	Exemplary
Contact for complaints	Director of Care Services
Phone number of complaint contact	(604) 591-5177 ext 103
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	14	Private rooms	120
Short-term beds	0	Semi-private rooms	0
Long-term beds	106	Multi-person rooms	0
Total beds	120		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 May 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	17	Other injury	5
Food or other poisoning	0	Aggression between persons in care	3
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	38.5%	13.6%
% of residents receiving recreation therapy	54.3%	25.2%
% of residents receiving occupational therapy	7.7%	9.4%
% of residents diagnosed with depression	15.7%	24.6%
% of residents receiving depression medication	47.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Sun%20Pointe%20Village

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Sun Pointe Village QUICK FACTS
as of January 2016

Facility	Sun Pointe Village
Health authority	Interior Health
Street address	700 Rutland Road N
City	Kelowna
Postal code	V1X 7W8
Phone number	(250) 491-1400
Operator (name)	Baptist Housing Enhanced Living Communities
Opened	2000
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.16

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	May 2019
Accreditation status	Exemplary
Contact for complaints	Administrator
Phone number of complaint contact	(250) 491-1400 ext 7 / (250) 878-3970
Current language(s) spoken by staff	English, German, Italian, Portuguese, Hungarian, Serbian, Bosnian, Croatian, Dutch, African languages
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	100
Short-term beds	0	Semi-private rooms	0
Long-term beds	100	Multi-person rooms	0
Total beds	100		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	31 Jul 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	7	Other injury	7
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	12.3%	13.6%
% of residents receiving recreation therapy	2.1%	25.2%
% of residents receiving occupational therapy	11.9%	9.4%
% of residents diagnosed with depression	51.4%	24.6%
% of residents receiving depression medication	58.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Hydro

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Sun%20Pointe%20Village

OFFICE OF THE
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Sunnybank Retirement Home QUICK FACTS
as of January 2016

Facility	Sunnybank Retirement Home
Health authority	Interior Health
Street address	6553 Park Drive
City	Oliver
Postal code	V0H 1T0
Phone number	(250) 498-4951
Operator (name)	Interior Health
Opened	1979
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.89
Funded Allied Health hours per resident per day*	0.50
Total 2014/15 funded direct care hours per resident per day	3.39

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2019
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 485-8477
Current language(s) spoken by staff	English, Punjabi, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	51
Short-term beds	8	Semi-private rooms	0
Long-term beds	43	Multi-person rooms	0
Total beds	51		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 May 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	26.8%	13.6%
% of residents receiving recreation therapy	2.7%	25.2%
% of residents receiving occupational therapy	10.5%	9.4%
% of residents diagnosed with depression	31.3%	24.6%
% of residents receiving depression medication	40.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	47%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Sunnybank%20Centre

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SENIORS ADVOCATE

Sunridge Place – The Arbours QUICK FACTS
as of January 2016

Facility	Sunridge Place – The Arbours
Health authority	Vancouver Island
Street address	361 Bundock Ave
City	Duncan
Postal code	V9L 3P1
Phone number	(250) 748-8048
Operator (name)	Sunridge Seniors Community Partnership
Opened	2008
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	160
Short-term beds	0	Semi-private rooms	0
Long-term beds	160	Multi-person rooms	0
Total beds	160		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	11 Sep 2015	Reason for licensing inspection	Complaint
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	4	Missing or wandering person	9
Fall with injury/Adverse event	24	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	12	Number substantiated licensing complaints	6

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	4.3%	13.6%
% of residents receiving recreation therapy	24.8%	25.2%
% of residents receiving occupational therapy	2.0%	9.4%
% of residents diagnosed with depression	22.4%	24.6%
% of residents receiving depression medication	57.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	16%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling, specialty services

Link to web page
http://www.viha.ca/hcc/residential/locations/sunridge_place.htm

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Sutherland Hills QUICK FACTS
as of January 2016

Facility	Sutherland Hills
Health authority	Interior Health
Street address	3081 Hall Rd
City	Kelowna
Postal code	V1W 2R5
Phone number	(250) 860-2330
Operator (name)	Sutherland Hills Rest Home Ltd.
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.81
Funded Allied Health hours per resident per day*	0.26
Total 2014/15 funded direct care hours per resident per day	3.07

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	94
Short-term beds	0	Semi-private rooms	5
Long-term beds	100	Multi-person rooms	0
Total beds	104		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	20 Jan 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	21	Other injury	4
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	1.2%	25.2%
% of residents receiving occupational therapy	19.4%	9.4%
% of residents diagnosed with depression	33.2%	24.6%
% of residents receiving depression medication	47.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Sutherland%20Hills%20Rest%20Home

OFFICE OF THE
SENIORS ADVOCATE

Swan Valley Lodge QUICK FACTS
as of January 2016

Facility	Swan Valley Lodge
Health authority	Interior Health
Street address	818 Vancouver St
City	Creston
Postal code	V0B 1G4
Phone number	(250) 428-2283
Operator (name)	Interior Health
Opened	1995
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.99
Funded Allied Health hours per resident per day*	0.45
Total 2014/15 funded direct care hours per resident per day	3.44

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2018
Accreditation status	Commendation
Contact for complaints	Manager / Resident Care Coordinator
Phone number of complaint contact	(250) 428-3623 / (250) 428-3647
Current language(s) spoken by staff	English, German, Polish, Ukrainian, Russian, French
Visitor parking	Yes
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	90
Short-term beds	6	Semi-private rooms	0
Long-term beds	84	Multi-person rooms	0
Total beds	90		

Inspection (as of December 15, 2015)			
Date of last inspection	13 Aug 2015	Reason for inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	3
Abuse/neglect	2	Missing or wandering person	1
Fall with injury/Adverse event	6	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Serious adverse events	3		

Complaints 2014-15	Quantity	Complaints 2014-15	Quantity
Number of complaints	Info not available	Number substantiated complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	19.0%	13.6%
% of residents receiving recreation therapy	18.1%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	23.5%	24.6%
% of residents receiving depression medication	45.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	24%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Swan%20Valley%20Lodge

OFFICE OF THE
SENIORS ADVOCATE

Tabor Home QUICK FACTS
as of January 2016

Facility	Tabor Home
Health authority	Fraser Health
Street address	31944 Sunrise Cres
City	Abbotsford
Postal code	V2T 1N5
Phone number	(604) 859-8715
Operator (name)	Tabor Home Society
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.45
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Commendation
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 859-8715 ext 102
Current language(s) spoken by staff	Hungarian, English, French, Dutch, High & Low German, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	106
Short-term beds	0	Semi-private rooms	6
Long-term beds	118	Multi-person rooms	0
Total beds	118		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 May 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	1
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.4%	13.6%
% of residents receiving recreation therapy	34.5%	25.2%
% of residents receiving occupational therapy	5.1%	9.4%
% of residents diagnosed with depression	12.4%	24.6%
% of residents receiving depression medication	56.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	15%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/tabor-home

OFFICE OF THE
SENIORS ADVOCATE

Talarico Place – Castlegar District Community Health Centre QUICK FACTS

as of January 2016

Facility	Talarico Place – Castlegar District Community Health Centre
Health authority	Interior Health
Street address	709 10th Street
City	Castlegar
Postal code	V1N 2H7
Phone number	(250) 365-7221
Operator (name)	Interior Health
Opened	1991
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day*	0.52
Total 2014/15 funded direct care hours per resident per day	3.35

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(250) 304-1278 / (250) 304-1218
Current language(s) spoken by staff	English, French, Russian, Portuguese, German, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	38
Short-term beds	6	Semi-private rooms	11
Long-term beds	54	Multi-person rooms	0
Total beds	60		

Talarico Place – Castlegar District Community Health Centre QUICK FACTS *continued*

Licensing (as of December 15, 2015)			
Date of last licensing inspection	7 May 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	0
Fall with injury/Adverse event	12	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.7%	13.6%
% of residents receiving recreation therapy	3.3%	25.2%
% of residents receiving occupational therapy	0.5%	9.4%
% of residents diagnosed with depression	25.4%	24.6%
% of residents receiving depression medication	43.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17%	31%
Daily physical restraints	6%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Talarico%20Place

OFFICE OF THE
SENIORS ADVOCATE

Terrace View Lodge QUICK FACTS
as of January 2016

Facility	Terrace View Lodge
Health authority	Northern Health
Street address	4707 Kerby Avenue
City	Terrace
Postal code	V8G 2W2
Phone number	(250) 631-4180
Operator (name)	Northern Health
Opened	1905
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.67
Funded Allied Health hours per resident per day*	0.05
Total 2014/15 funded direct care hours per resident per day	3.72

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Site Coordinator / Resident Care Coordinator
Phone number of complaint contact	(250) 631-4180 / (250) 631-4188
Current language(s) spoken by staff	English, Polish, Filipino, German, Vietnamese, Portuguese, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	95
Short-term beds	9	Semi-private rooms	0
Long-term beds	86	Multi-person rooms	0
Total beds	95		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 Apr 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	Info not available	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.5%	13.6%
% of residents receiving recreation therapy	7.5%	25.2%
% of residents receiving occupational therapy	2.5%	9.4%
% of residents diagnosed with depression	26.3%	24.6%
% of residents receiving depression medication	57.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	17%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Terraceview%20Lodge%20Residential%20Care-July%202014.pdf

OFFICE OF THE
SENIORS ADVOCATE

The Cottage – Worthington Pavilion QUICK FACTS

as of January 2016

Facility	The Cottage – Worthington Pavilion
Health authority	Fraser Health
Street address	33457 Cottage Lane
City	Abbotsford
Postal code	V2S 0B3
Phone number	(604) 870-7950
Operator (name)	Fraser Health
Opened	Info not available
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Resident Care Coordinator
Phone number of complaint contact	Cottage: (604) 807-7967 / Worthington: (604) 870-7996
Current language(s) spoken by staff	Spanish, Italian, Arabic, French, Korean, Thai, Mandarin, Dutch, Afrikans, Punjabi, Polish, Japanese, Filipino, German, Swedish, Portuguese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	11
Short-term beds	0	Semi-private rooms	6
Long-term beds	119	Multi-person rooms	24
Total beds	119		

Inspection (as of December 15, 2015)			
Date of last inspection	21 Jan 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	42.1%	13.6%
% of residents receiving recreation therapy	55.9%	25.2%
% of residents receiving occupational therapy	11.1%	9.4%
% of residents diagnosed with depression	18.1%	24.6%
% of residents receiving depression medication	52.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/cottage-and-worthington-pavilions

OFFICE OF THE
SENIORS ADVOCATE

The Fair Haven United Church Home (Burnaby) QUICK FACTS

as of January 2016

Facility	The Fair Haven United Church Home (Burnaby)
Health authority	Fraser Health
Street address	7557 Sussex Ave.
City	Burnaby
Postal code	V5J 3V6
Phone number	(604) 435-0525
Operator (name)	Fair Haven United Church Home
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.72
Funded Allied Health hours per resident per day*	0.20
Total 2014/15 funded direct care hours per resident per day	2.92

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2018
Accreditation status	Commendation
Contact for complaints	Clinical Nurse Manager
Phone number of complaint contact	(604) 435-0525 ext 304 or ext 320
Current language(s) spoken by staff	Various
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	100
Short-term beds	0	Semi-private rooms	0
Long-term beds	100	Multi-person rooms	0
Total beds	100		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	30 Dec 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	13	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	7.2%	13.6%
% of residents receiving recreation therapy	80.5%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	11.4%	24.6%
% of residents receiving depression medication	30.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee, specialized wheelchairs, hairdressing

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/fair-haven-united-church-homes

OFFICE OF THE
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The Fair Haven United Church Home (Vancouver) QUICK FACTS
as of January 2016

Facility	The Fair Haven United Church Home (Vancouver)		
Health authority	Vancouver Coastal	Regulation / Legislation	Community Care & Assisted Living Act
Street address	2720 East 48th Ave.		
City	Vancouver	Accredited	Yes
Postal code	V5S 1G7	Accreditation expiry date	Nov 2018
Phone number	(604) 433-2939		
Operator (name)	Fair Haven United Church Homes Society	Accreditation status	Commendation
Opened	1979	Contact for complaints	Clinical Nurse Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 433-2939 x2232 or x2222
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Various
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.86	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.28		
Total 2014/15 funded direct care hours per resident per day	3.14	Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	89
Short-term beds	0	Semi-private rooms	6
Long-term beds	82	Multi-person rooms	0
Special Care Plus Unit beds	19		
Total beds	101		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	28 May 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	0
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility (not including special care unit)	Special Care Plus Unit	BC
% of residents receiving physical therapy	9.6%	1.6%	13.6%
% of residents receiving recreation therapy	71.1%	41.6%	25.2%
% of residents receiving occupational therapy	0.0%	0.0%	9.4%
% of residents diagnosed with depression	25.1%	16.8%	24.6%
% of residents receiving depression medication	47.2%	81.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25%	66%	31%
Daily physical restraints	7%	3%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee, specialized wheelchairs, hairdressing

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/fair-haven/

OFFICE OF THE
SENIORS ADVOCATE

The Gardens at Qualicum Beach QUICK FACTS

as of January 2016

Facility	The Gardens at Qualicum Beach
Health authority	Vancouver Island
Street address	650 Berwick Road North
City	Qualicum Beach
Postal code	V9K 2T8
Phone number	(250) 752-2818
Operator (name)	Qualicum Beach Retirement Residences, LLP (Retirement Concepts)
Opened	2006
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	General Manager
Phone number of complaint contact	(250) 738-2250
Current language(s) spoken by staff	English, French, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	11	Private rooms	86
Short-term beds	0	Semi-private rooms	5
Long-term beds	85	Multi-person rooms	0
Total beds	96		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	2 Sep 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	1	Missing or wandering person	1
Fall with injury/Adverse event	12	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	8.5%	13.6%
% of residents receiving recreation therapy	4.5%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	26.4%	24.6%
% of residents receiving depression medication	39.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	19%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/the_gardens_at_qualicum_beach.htm

OFFICE OF THE
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The Gateby QUICK FACTS
as of January 2016

Facility	The Gateby
Health authority	Interior Health
Street address	3000 Gateby Place
City	Vernon
Postal code	V1T 8V8
Phone number	(250) 545-4456
Operator (name)	Interior Health
Opened	1982
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Primarily
Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day*	0.58
Total 2014/15 funded direct care hours per resident per day	3.53

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Commendation
Contact for complaints	Residential Care Coordinator
Phone number of complaint contact	(250) 545-4456 ext 263
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	75
Short-term beds	16	Semi-private rooms	0
Long-term beds	59	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	11 Jun 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	3	Medication error with adverse event	1
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	18	Other injury	2
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	20.3%	13.6%
% of residents receiving recreation therapy	67.4%	25.2%
% of residents receiving occupational therapy	34.4%	9.4%
% of residents diagnosed with depression	45.4%	24.6%
% of residents receiving depression medication	58.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=The%20Gateby

OFFICE OF THE
SENIORS ADVOCATE

The Hamlets at Penticton QUICK FACTS
as of January 2016

Facility	The Hamlets at Penticton
Health authority	Interior Health
Street address	103 Duncan Ave West
City	Penticton
Postal code	V2A 8J7
Phone number	(250) 490-8503
Operator (name)	H&H Total Care Services Inc.
Opened	2008
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.99
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.35

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2016
Accreditation status	Accredited
Contact for complaints	Director of Operations / Director of Care
Phone number of complaint contact	(250) 490-8503 ext 125 (DOO) or ext 105 (DOC)
Current language(s) spoken by staff	English, French, Japanese, Filipino, Hindi, Punjabi, Spanish, German, Chinese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	16	Private rooms	94
Short-term beds	0	Semi-private rooms	2
Long-term beds	77	Multi-person rooms	0
Total beds	93		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	28 May 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	24	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	22.1%	25.2%
% of residents receiving occupational therapy	31.5%	9.4%
% of residents diagnosed with depression	25.6%	24.6%
% of residents receiving depression medication	48.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=The%20Hamlets%20at%20Penticton

OFFICE OF THE
SENIORS ADVOCATE

The Hamlets at Westsyde QUICK FACTS
as of January 2016

Facility	The Hamlets at Westsyde
Health authority	Interior Health
Street address	3255 Overlander Drive
City	Kamloops
Postal code	V2B 0A5
Phone number	(250) 579-9061
Operator (name)	H&H Total Care Services Inc.
Opened	2007
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Accredited
Contact for complaints	Director of Care and Director of Operations
Phone number of complaint contact	(250) 579-9061 ext 104 (DOC) or ext 107 (DOO)
Current language(s) spoken by staff	English and Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	14	Private rooms	112
Short-term beds	0	Semi-private rooms	0
Long-term beds	98	Multi-person rooms	0
Total beds	112		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	3 Jul 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	4
Fall with injury/Adverse event	16	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	36.7%	13.6%
% of residents receiving recreation therapy	25.4%	25.2%
% of residents receiving occupational therapy	2.1%	9.4%
% of residents diagnosed with depression	35.6%	24.6%
% of residents receiving depression medication	63.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Info not available
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=The%20Hamlets%20at%20Westsyde

OFFICE OF THE
SENIORS ADVOCATE

The Heights at Mount View QUICK FACTS
as of January 2016

Facility	The Heights at Mount View
Health authority	Vancouver Island
Street address	3814 Carey Road
City	Saanich
Postal code	V8Z 4C4
Phone number	(250) 384-1313
Operator (name)	Baptist Housing Care Homes Society
Opened	2014
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.04

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Residential Care Administrator
Phone number of complaint contact	(250) 384-1313 ext 108
Current language(s) spoken by staff	Many
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	260
Short-term beds	0	Semi-private rooms	0
Long-term beds	260	Multi-person rooms	0
Total beds	260		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 Sep 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	3	Missing or wandering person	6
Fall with injury/Adverse event	26	Other injury	1
Food or other poisoning	0	Aggression between persons in care	6
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	25	Number substantiated licensing complaints	15

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.1%	13.6%
% of residents receiving recreation therapy	0.9%	25.2%
% of residents receiving occupational therapy	0.2%	9.4%
% of residents diagnosed with depression	34.7%	24.6%
% of residents receiving depression medication	55.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/the_heights_at_mount_view.htm

OFFICE OF THE
SENIORS ADVOCATE

The Kiwanis Pavilion QUICK FACTS
as of January 2016

Facility	The Kiwanis Pavilion
Health authority	Vancouver Island
Street address	3034 Cedar Hill Road
City	Victoria
Postal code	V8T 3J3
Phone number	(250) 598-2022
Operator (name)	Oak Bay Kiwanis Health Care Society
Opened	1982
Councils	Family only but Residents are welcome
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.27

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Mar 2017
Accreditation status	Commendation
Contact for complaints	Director of Resident Services
Phone number of complaint contact	(250) 598-2022 ext 222
Current language(s) spoken by staff	English, German, Spanish, Polish, Tagalog, French, Croatian, Korean, Chinese, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	6	Private rooms	122
Short-term beds	0	Semi-private rooms	0
Long-term beds	116	Multi-person rooms	0
Total beds	122		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	7 Jan 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	28	Other injury	0
Food or other poisoning	0	Aggression between persons in care	7
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	7	Number substantiated licensing complaints	2

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	21.9%	13.6%
% of residents receiving recreation therapy	4.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	27.8%	24.6%
% of residents receiving depression medication	61.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Dental hygiene and Trust account admin fee

Link to web page
http://www.viha.ca/hcc/residential/locations/kiwanis_pavilion.htm

OFFICE OF THE
SENIORS ADVOCATE

The Lodge on 4th QUICK FACTS
as of January 2016

Facility	The Lodge on 4th
Health authority	Vancouver Island
Street address	1127 4th Ave
City	Ladysmith
Postal code	V9G 1A6
Phone number	(250) 245-4243
Operator (name)	Park Place Seniors Living
Opened	2007
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.21

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Site Leader / Director of Care
Phone number of complaint contact	(250) 245-3318 ext 101 / (250) 245-3318 ext 200
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	87
Short-term beds	3	Semi-private rooms	2
Long-term beds	86	Multi-person rooms	0
Total beds	89		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	6 Aug 2016	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	2	Missing or wandering person	1
Fall with injury/Adverse event	5	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	6	Number substantiated licensing complaints	3

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	6.5%	13.6%
% of residents receiving recreation therapy	3.6%	25.2%
% of residents receiving occupational therapy	4.2%	9.4%
% of residents diagnosed with depression	25.2%	24.6%
% of residents receiving depression medication	51.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20%	31%
Daily physical restraints	25%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/lodge_at_broadmead.htm

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SENIORS ADVOCATE

The Mayfair QUICK FACTS
as of January 2016

Facility	The Mayfair
Health authority	Fraser Health
Street address	33433 Marshall Road
City	Abbotsford
Postal code	V2S 1K8
Phone number	(604) 855-7217
Operator (name)	Sherwood Crescent Manor Ltd.
Opened	July 2015
Councils	Combined Resident & Family Councils
Meetings held	Info not available
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care/Manager
Phone number of complaint contact	(604) 855-7217 ext 102
Current language(s) spoken by staff	English, Tagalog, German, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	30	Private rooms	80
Short-term beds	10	Semi-private rooms	2
Long-term beds	44	Multi-person rooms	0
Total beds	84		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	Info not available	Medication error with adverse event	Info not available
Abuse/neglect	Info not available	Missing or wandering person	Info not available
Fall with injury/Adverse event	Info not available	Other injury	Info not available
Food or other poisoning	Info not available	Aggression between persons in care	Info not available
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Info not available	13.6%
% of residents receiving recreation therapy	Info not available	25.2%
% of residents receiving occupational therapy	Info not available	9.4%
% of residents diagnosed with depression	Info not available	24.6%
% of residents receiving depression medication	Info not available	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information
Note: due to the facility open date, data is not available.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Info not available	Personal internet monthly service	Info not available
Personal telephone monthly service	Info not available	Other fees	

Link to web page
http://tcgcare.com/the-mayfair-senior-living-care-abbotsford2/

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SENIORS ADVOCATE

The Pines QUICK FACTS
as of January 2016

Facility	The Pines
Health authority	Northern Health
Street address	800 Centre St.
City	Burns Lake
Postal code	V0J 1E0
Phone number	(250) 692-2490
Operator (name)	Northern Health
Opened	1905
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No

Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Residential Care Team Lead
Phone number of complaint contact	(250) 692-2494
Current language(s) spoken by staff	English, French, Carrier, Low German, Mandarin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	26
Short-term beds	1	Semi-private rooms	5
Long-term beds	35	Multi-person rooms	0
Total beds	36		

Inspection (as of December 15, 2015)			
Date of last inspection	4 Apr 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	42.1%	25.2%
% of residents receiving occupational therapy	8.8%	9.4%
% of residents diagnosed with depression	27.3%	24.6%
% of residents receiving depression medication	51.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/The%20Pines%20Residential%20Care-July%202014.pdf

OFFICE OF THE
SENIORS ADVOCATE

The Priory – Heritage Woods QUICK FACTS
as of January 2016

Facility	The Priory – Heritage Woods
Health authority	Vancouver Island
Street address	567 Goldstream Ave.
City	Langford
Postal code	V9B 2W4
Phone number	(250) 370-5790
Operator (name)	Vancouver Island Health
Opened	1878
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	3.27

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	English, Mandarin, Punjabi, Portuguese, Filipino, French
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	75
Short-term beds	1	Semi-private rooms	0
Long-term beds	74	Multi-person rooms	0
Total beds	75		

Inspection (as of December 15, 2015)			
Date of last inspection	30 Jul 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.0%	13.6%
% of residents receiving recreation therapy	51.0%	25.2%
% of residents receiving occupational therapy	8.6%	9.4%
% of residents diagnosed with depression	60.3%	24.6%
% of residents receiving depression medication	64.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Drugs not otherwise covered, specialty services, some transportation

Link to web page
http://www.viha.ca/hcc/residential/locations/priory_hiscock_heritage_woods.htm

OFFICE OF THE
SENIORS ADVOCATE

The Priory – Hiscock QUICK FACTS
as of January 2016

Facility	The Priory – Hiscock
Health authority	Vancouver Island
Street address	567 Goldstream Ave.
City	Langford
Postal code	V9B 2W4
Phone number	(250) 370-5790
Operator (name)	Vancouver Island Health
Opened	1978
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	3.27

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	English, Mandarin, Punjabi, Portuguese, Filipino, French
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	7
Short-term beds	0	Semi-private rooms	6
Long-term beds	75	Multi-person rooms	14
Total beds	75		

Inspection (as of December 15, 2015)			
Date of last inspection	6 May 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	2		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	28.1%	13.6%
% of residents receiving recreation therapy	77.9%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	32.2%	24.6%
% of residents receiving depression medication	36.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Drugs not otherwise covered, specialty services, some transportation

Link to web page
http://www.viha.ca/hcc/residential/locations/priory_hiscock_heritage_woods.htm

OFFICE OF THE
SENIORS ADVOCATE

The Residence at Clayton Heights QUICK FACTS

as of January 2016

Facility	The Residence at Clayton Heights
Health authority	Fraser Health
Street address	18788 71st Avenue
City	Surrey
Postal code	V4N 6L9
Phone number	(604) 576-2273
Operator (name)	Clayton Heights Care Holdings Ltd.
Opened	2012
Councils	Resident Only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.96
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	3.19

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 576-2273 ext 102
Current language(s) spoken by staff	English, German, Fijian, Hindi, Punjabi, Tagalog, Vietnamese, Mandarin, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	131
Short-term beds	0	Semi-private rooms	0
Long-term beds	85	Multi-person rooms	0
Total beds	85		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	16 Jul 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	11	Other injury	0
Food or other poisoning	0	Aggression between persons in care	4
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.1%	13.6%
% of residents receiving recreation therapy	4.5%	25.2%
% of residents receiving occupational therapy	0.6%	9.4%
% of residents diagnosed with depression	12.7%	24.6%
% of residents receiving depression medication	46.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/the-residence-at-clayton-heights

OFFICE OF THE
SENIORS ADVOCATE

The Residence at Morgan Heights QUICK FACTS

as of January 2016

Facility	The Residence at Morgan Heights
Health authority	Fraser Health
Street address	15955 27th Avenue
City	Surrey
Postal code	V3S 3S3
Phone number	(604) 535-1118
Operator (name)	Morgan Heights Care
Opened	2009
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.69
Funded Allied Health hours per resident per day*	0.28
Total 2014/15 funded direct care hours per resident per day	2.97

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care / Administrator
Phone number of complaint contact	(604) 535-1118
Current language(s) spoken by staff	English, Punjabi, Italian, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	26	Private rooms	108
Short-term beds	0	Semi-private rooms	4
Long-term beds	90	Multi-person rooms	0
Total beds	116		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	20 Apr 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	16	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	4	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	10.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	2.1%	24.6%
% of residents receiving depression medication	37.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/the-residence-at-morgan-heights

OFFICE OF THE
SENIORS ADVOCATE

The Residence in Mission QUICK FACTS
as of January 2016

Facility	The Residence in Mission
Health authority	Fraser Health
Street address	7324 Hurd Street
City	Mission
Postal code	V2V 3H5
Phone number	(604) 814-6707
Operator (name)	Fraser Health
Opened	2014
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(604) 814-6707
Current language(s) spoken by staff	English, Spanish, Austrian, German, Dutch, Punjabi, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	190
Short-term beds	12	Semi-private rooms	5
Long-term beds	188	Multi-person rooms	0
Total beds	200		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	11 Dec 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	28	Other injury	3
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	4	Number substantiated licensing complaints	3

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	18.8%	13.6%
% of residents receiving recreation therapy	26.0%	25.2%
% of residents receiving occupational therapy	2.0%	9.4%
% of residents diagnosed with depression	18.8%	24.6%
% of residents receiving depression medication	50.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/the-residence-in-mission

OFFICE OF THE
SENIORS ADVOCATE

The Views – St. Joseph's General Hospital
QUICK FACTS
as of January 2016

Facility	The Views – St. Joseph's General Hospital
Health authority	Vancouver Island
Street address	2137 Comox Avenue
City	Comox
Postal code	V9M 1P2
Phone number	(250) 339-1409
Operator (name)	St. Joseph's General Hospital
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.05

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	May 2018
Accreditation status	Exemplary
Contact for complaints	Executive Director
Phone number of complaint contact	(250) 339-1516
Current language(s) spoken by staff	English, French, Tagalog, Spanish
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	27
Short-term beds	1	Semi-private rooms	21
Long-term beds	117	Multi-person rooms	13
Total beds	118		

Inspection (as of December 15, 2015)			
Date of last inspection	21 Sep 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	9.3%	13.6%
% of residents receiving recreation therapy	0.2%	25.2%
% of residents receiving occupational therapy	5.4%	9.4%
% of residents diagnosed with depression	27.9%	24.6%
% of residents receiving depression medication	56.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	16%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/st_josephs_general_hospital.htm

OFFICE OF THE
SENIORS ADVOCATE

Three Links Care Centre QUICK FACTS
as of January 2016

Facility	Three Links Care Centre
Health authority	Vancouver Coastal
Street address	2934 East 22nd Ave
City	Vancouver
Postal code	V5M 2Y4
Phone number	(604) 434-7211
Operator (name)	Three Links Care Society
Opened	1981
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.51
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	2.87

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2017
Accreditation status	Commendation
Contact for complaints	Director of Care
Phone number of complaint contact	(778) 452-6503
Current language(s) spoken by staff	English, Italian, Punjabi, Tagalog, Hindi, Bulgarian, French, Cantonese, Polish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	90
Short-term beds	0	Semi-private rooms	0
Long-term beds	90	Multi-person rooms	0
Total beds	90		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Nov 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	6
Fall with injury/Adverse event	20	Other injury	2
Food or other poisoning	0	Aggression between persons in care	3
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.2%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	1.7%	9.4%
% of residents diagnosed with depression	26.7%	24.6%
% of residents receiving depression medication	48.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/three-links-care-centre/

OFFICE OF THE
SENIORS ADVOCATE

Three Links Manor QUICK FACTS
as of January 2016

Facility	Three Links Manor
Health authority	Interior Health
Street address	1449 Kelglen Cres
City	Kelowna
Postal code	V1Y 8P4
Phone number	(250) 763-2585
Operator (name)	Interior Health
Opened	1983
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.37
Total 2014/15 funded direct care hours per resident per day	3.17

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 712-6956
Current language(s) spoken by staff	Spanish, German, Filipino, Punjabi, Polish, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	82
Short-term beds	1	Semi-private rooms	0
Long-term beds	81	Multi-person rooms	0
Total beds	82		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	21 May 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	12	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	1.5%	13.6%
% of residents receiving recreation therapy	30.0%	25.2%
% of residents receiving occupational therapy	27.3%	9.4%
% of residents diagnosed with depression	23.3%	24.6%
% of residents receiving depression medication	51.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Three%20Links%20Manor

OFFICE OF THE
SENIORS ADVOCATE

Trillium Lodge QUICK FACTS
as of January 2016

Facility	Trillium Lodge
Health authority	Vancouver Island
Street address	401 Moilliet St
City	Parksville
Postal code	V9P 1M9
Phone number	(250) 947-8230
Operator (name)	Vancouver Island Health
Opened	1982
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.22

Regulation / Legislation	Hospital Act & Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	58
Short-term beds	2	Semi-private rooms	3
Long-term beds	88	Multi-person rooms	9
Total beds	90		

Inspection (as of December 15, 2015)			
Date of last inspection	10 Sep 2015	Reason for inspection	Routine

Incidents (CCALA) 2014-15	Quantity	Incidents (CCALA) 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Serious adverse events (Hospital Act)	3		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	3	Number substantiated complaints	3

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.5%	13.6%
% of residents receiving recreation therapy	12.7%	25.2%
% of residents receiving occupational therapy	26.2%	9.4%
% of residents diagnosed with depression	21.9%	24.6%
% of residents receiving depression medication	50.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29%	31%
Daily physical restraints	23%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/trillium_lodge.htm

OFFICE OF THE
SENIORS ADVOCATE

Trinity Care Centre QUICK FACTS
as of January 2016

Facility	Trinity Care Centre
Health authority	Interior Health
Street address	75 Green Ave. West
City	Penticton
Postal code	V2A 7N6
Phone number	(250) 493-6601
Operator (name)	Interior Health
Opened	1983
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator & Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day*	0.35
Total 2014/15 funded direct care hours per resident per day	3.15

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Commendation
Contact for complaints	Manager / Director of Care
Phone number of complaint contact	(250) 493-6601
Current language(s) spoken by staff	English, French, Punjabi, Spanish
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	75
Short-term beds	2	Semi-private rooms	0
Long-term beds	73	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 Nov 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	4	Missing or wandering person	2
Fall with injury/Adverse event	10	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	21.9%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	19.7%	24.6%
% of residents receiving depression medication	38.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	11%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fairhaven.bc.ca/

OFFICE OF THE
SENIORS ADVOCATE

Tsawaayuus – Rainbow Gardens QUICK FACTS
as of January 2016

Facility	Tsawaayuus – Rainbow Gardens
Health authority	Vancouver Island
Street address	6151 Russell Place
City	Port Alberni
Postal code	V9Y 7W3
Phone number	(250) 724-5655
Operator (name)	West Coast Native Health Care Society
Opened	1982
Councils	No Councils
Meetings held	N/A
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.21

Regulation / Legislation	Hospital Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Site Manager
Phone number of complaint contact	(250) 724-5655
Current language(s) spoken by staff	English
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	10
Short-term beds	0	Semi-private rooms	0
Long-term beds	30	Multi-person rooms	0
Total beds	30		

Inspection (as of December 15, 2015)			
Date of last inspection	12 May 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%**	13.6%
% of residents receiving recreation therapy	0.0%**	25.2%
% of residents receiving occupational therapy	0.0%**	9.4%
% of residents diagnosed with depression	17.4%	24.6%
% of residents receiving depression medication	25.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	0%	11%

* Source: Canadian Institute for Health Information
** Zero indicates service is either not provided, or facility is not reporting data.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/tsawaayuus.htm

OFFICE OF THE
SENIORS ADVOCATE

Valhaven Rest Home QUICK FACTS
as of January 2016

Facility	Valhaven Rest Home
Health authority	Fraser Health
Street address	4212 Balmoral St
City	Abbotsford
Postal code	V4X 1Y5
Phone number	(604) 856-2812
Operator (name)	Tabor Village
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.52
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	2.75

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 856-2812 ext 102
Current language(s) spoken by staff	English, Thai, German, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	26
Short-term beds	0	Semi-private rooms	0
Long-term beds	22	Multi-person rooms	0
Total beds	26		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	5 Aug 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	1	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	2	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	14.0%	13.6%
% of residents receiving recreation therapy	12.5%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	11.0%	24.6%
% of residents receiving depression medication	62.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	18%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	Yes	Other fees	Clothing labelling fee

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/valhaven-home

OFFICE OF THE
SENIORS ADVOCATE

Valleyhaven QUICK FACTS
as of January 2016

Facility	Valleyhaven
Health authority	Fraser Health
Street address	45450 Menholm Rd.
City	Chilliwack
Postal code	V2P 1M2
Phone number	(604) 792-0037
Operator (name)	Kaigo Retirement Communities Ltd.
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.51
Funded Allied Health hours per resident per day*	0.29
Total 2014/15 funded direct care hours per resident per day	2.81

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2017
Accreditation status	Commendation
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 792-0037 ext 102
Current language(s) spoken by staff	English, German, Punjabi, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	11	Private rooms	83
Short-term beds	0	Semi-private rooms	4
Long-term beds	82	Multi-person rooms	0
Total beds	93		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	13 May 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	2
Fall with injury/Adverse event	9	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	1	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	13.3%	13.6%
% of residents receiving recreation therapy	64.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	25.0%	24.6%
% of residents receiving depression medication	44.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	20%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/valleyhaven

OFFICE OF THE
SENIORS ADVOCATE

Veterans Memorial Lodge at Broadmead QUICK FACTS

as of January 2016

Facility	Veterans Memorial Lodge at Broadmead
Health authority	Vancouver Island
Street address	4579 Chatterton Way
City	Saanich
Postal code	V8X 4Y7
Phone number	(250) 658-0311
Operator (name)	Broadmead Care Society
Opened	1995
Councils	Family only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.24

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2016
Accreditation status	Exemplary
Contact for complaints	Director of Clinical Programs
Phone number of complaint contact	(250) 658-3239
Current language(s) spoken by staff	English, Arabic, Chinese, Croatian, Czech, Punjabi, Hindi, Tagalog, Japanese, Korean, French, Portuguese, Polish, Spanish, Ukrainian, Somali
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	201
Short-term beds	0	Semi-private rooms	12
Long-term beds	225	Multi-person rooms	0
Total beds	225		

Inspection (as of December 15, 2015)			
Date of last inspection	16 Dec 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	9.8%	13.6%
% of residents receiving recreation therapy	0.1%	25.2%
% of residents receiving occupational therapy	1.2%	9.4%
% of residents diagnosed with depression	25.6%	24.6%
% of residents receiving depression medication	46.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	9%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	no
Personal telephone monthly service	No	Other fees	Program enhancement, and one time labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/lodge_at_broadmead.htm

OFFICE OF THE
SENIORS ADVOCATE

Victoria Chinatown Care Centre QUICK FACTS

as of January 2016

Facility	Victoria Chinatown Care Centre
Health authority	Vancouver Island
Street address	555 Herald Street
City	Victoria
Postal code	V8W 1S5
Phone number	(250) 381-4322
Operator (name)	Victoria Chinatown Care Society
Opened	1982
Councils	Separate & Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	Pending
Contact for complaints	Administrator / Director of Care
Phone number of complaint contact	(250) 381-4322
Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog
Visitor parking	No
Visitor parking cost	N/A
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	30
Short-term beds	0	Semi-private rooms	1
Long-term beds	31	Multi-person rooms	0
Total beds	31		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	29 Sep 2014	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	12	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	60.6%	25.2%
% of residents receiving occupational therapy	1.6%	9.4%
% of residents diagnosed with depression	26.8%	24.6%
% of residents receiving depression medication	41.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	4%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/chinatown_care_centre.htm

OFFICE OF THE
SENIORS ADVOCATE

Victorian Community Health Centre of Kaslo
QUICK FACTS
as of January 2016

Facility	Victorian Community Health Centre of Kaslo
Health authority	Interior Health
Street address	673A Avenue
City	Kaslo
Postal code	V0G 1M0
Phone number	(250) 353-2722
Operator (name)	Interior Health
Opened	1979
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.14
Funded Allied Health hours per resident per day*	0.35
Total 2014/15 funded direct care hours per resident per day	3.49

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Residential Care Coordinator
Phone number of complaint contact	(250) 353-2211
Current language(s) spoken by staff	English, French, Romanian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	17
Short-term beds	2	Semi-private rooms	3
Long-term beds	18	Multi-person rooms	0
Total beds	20		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	26 Feb 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	1	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	42.7%	13.6%
% of residents receiving recreation therapy	2.8%	25.2%
% of residents receiving occupational therapy	6.9%	9.4%
% of residents diagnosed with depression	37.0%	24.6%
% of residents receiving depression medication	45.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	

Link to web page
http://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Victorian Community Health Centre of Kaslo

OFFICE OF THE
SENIORS ADVOCATE

Victoria Sunset Lodge QUICK FACTS
as of January 2016

Facility	Victoria Sunset Lodge
Health authority	Vancouver Island
Street address	952 Arm Street
City	Esquimalt
Postal code	V9A 4G7
Phone number	(250) 385-3422
Operator (name)	Governing Council of the Salvation Army in Canada
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	3.11

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	01 Jun 2017
Accreditation status	Commendation
Contact for complaints	Director of Care
Phone number of complaint contact	(250) 385-3422 ext 237
Current language(s) spoken by staff	English, Spanish, Russian, Cantonese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	108
Short-term beds	0	Semi-private rooms	0
Long-term beds	108	Multi-person rooms	0
Total beds	108		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Jun 2015	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	4
Fall with injury/Adverse event	16	Other injury	1
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	20	Number substantiated licensing complaints	9

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.2%	13.6%
% of residents receiving recreation therapy	1.8%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	32.6%	24.6%
% of residents receiving depression medication	60.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	46%	31%
Daily physical restraints	24%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/sunset_lodge.htm

OFFICE OF THE
SENIORS ADVOCATE

Villa Carital QUICK FACTS
as of January 2016

Facility	Villa Carital
Health authority	Vancouver Coastal
Street address	3050 Penticton St
City	Vancouver
Postal code	V5M 4W2
Phone number	(604) 434-0995
Operator (name)	Carital Continuing Care Society
Opened	1996
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.57
Funded Allied Health hours per resident per day*	0.41
Total 2014/15 funded direct care hours per resident per day	3.98

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator / Director of Care
Phone number of complaint contact	(604) 412-5104 / (604) 412-5109
Current language(s) spoken by staff	Italian, English, Tagalog, Spanish, Punjabi, German, Chinese
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	60
Short-term beds	0	Semi-private rooms	12
Long-term beds	76	Multi-person rooms	0
Total beds	80		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	23 Sep 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	5	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	12.8%	13.6%
% of residents receiving recreation therapy	86.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	44.1%	24.6%
% of residents receiving depression medication	56.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	48%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/villa-carital/

OFFICE OF THE
SENIORS ADVOCATE

Villa Cathay Care Home QUICK FACTS
as of January 2016

Facility	Villa Cathay Care Home
Health authority	Vancouver Coastal
Street address	970 Union Street
City	Vancouver
Postal code	V6A 3V1
Phone number	(604) 254-5621
Operator (name)	Villa Cathay Care Home Society
Opened	1979
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.50
Funded Allied Health hours per resident per day*	0.18
Total 2014/15 funded direct care hours per resident per day	2.68

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Director of Care / Manager
Phone number of complaint contact	(604) 254-5621
Current language(s) spoken by staff	English, Cantonese, Mandarin
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	4	Private rooms	4
Short-term beds	0	Semi-private rooms	0
Long-term beds	150	Multi-person rooms	150
Total beds	154		154

Licensing (as of December 15, 2015)			
Date of last licensing inspection	5 Aug 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.5%	13.6%
% of residents receiving recreation therapy	0.6%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	17.8%	24.6%
% of residents receiving depression medication	27.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	24%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/villa-cathay-care-home/

OFFICE OF THE
SENIORS ADVOCATE

Village at Mill Creek QUICK FACTS
as of January 2016

Facility	Village at Mill Creek
Health authority	Interior Health
Street address	1450 Sutherland Rd.
City	Kelowna
Postal code	V1Y 5Y5
Phone number	(250) 860-2216
Operator (name)	Baptist Housing Enhanced Living Communities
Opened	1979
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day*	0.31
Total 2014/15 funded direct care hours per resident per day	3.14

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	96
Short-term beds	0	Semi-private rooms	0
Long-term beds	82	Multi-person rooms	0
Total beds	82		

Inspection (as of December 15, 2015)			
Date of last inspection	9 Mar 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	Info not available		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	43.9%	13.6%
% of residents receiving recreation therapy	58.3%	25.2%
% of residents receiving occupational therapy	0.3%	9.4%
% of residents diagnosed with depression	36.6%	24.6%
% of residents receiving depression medication	37.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Village%20at%20Mill%20Creek

OFFICE OF THE
SENIORS ADVOCATE

Village at Smith Creek QUICK FACTS
as of January 2016

Facility	Village at Smith Creek
Health authority	Interior Health
Street address	2425 Orlin Road
City	West Kelowna
Postal code	V4T 1N3
Phone number	(250) 768-0488
Operator (name)	Baptist Housing Enhanced Living Communities
Opened	1992
Councils	Combined Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	3.13

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Exemplary
Contact for complaints	Administrator
Phone number of complaint contact	(250) 768-0488 ext 5
Current language(s) spoken by staff	English, French, Spanish, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	1	Private rooms	130
Short-term beds	0	Semi-private rooms	8
Long-term beds	138	Multi-person rooms	0
Total beds	139		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	17 Sep 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	2
Fall with injury/Adverse event	36	Other injury	4
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	10.7%	13.6%
% of residents receiving recreation therapy	33.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	28.8%	24.6%
% of residents receiving depression medication	58.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Village%20at%20Smith%20Creek

OFFICE OF THE
SENIORS ADVOCATE

Village by the Station QUICK FACTS
as of January 2016

Facility	Village by the Station
Health authority	Interior Health
Street address	270 Hastings Avenue
City	Penticton
Postal code	V2A 2V6
Phone number	(250) 490-4949
Operator (name)	The Good Samaritan Society
Opened	2003
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.01
Funded Allied Health hours per resident per day*	0.16
Total 2014/15 funded direct care hours per resident per day	3.17

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Oct 2019
Accreditation status	Commendation
Contact for complaints	Site Administrator
Phone number of complaint contact	(250) 490-4352
Current language(s) spoken by staff	English, French, Tagalog, Afrikaans, Spanish, Italian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	133
Short-term beds	0	Semi-private rooms	4
Long-term beds	100	Multi-person rooms	0
Total beds	100		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	3 Feb 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	2	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	8
Fall with injury/Adverse event	11	Other injury	2
Food or other poisoning	0	Aggression between persons in care	2
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	7.3%	13.6%
% of residents receiving recreation therapy	8.7%	25.2%
% of residents receiving occupational therapy	21.5%	9.4%
% of residents diagnosed with depression	24.7%	24.6%
% of residents receiving depression medication	34.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35%	31%
Daily physical restraints	9%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Village%20by%20the%20Station

OFFICE OF THE
SENIORS ADVOCATE

Waverly-Grosvenor House Ventures QUICK FACTS
as of January 2016

Facility	Waverly-Grosvenor House Ventures
Health authority	Fraser Health
Street address	8445 Young Rd
City	Chilliwack
Postal code	V2P 4P2
Phone number	(604) 792-6340
Operator (name)	Retirement Concepts
Opened	Info not available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	2.69

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 703-2103
Current language(s) spoken by staff	English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	38	Private rooms	52
Short-term beds	0	Semi-private rooms	1
Long-term beds	37	Multi-person rooms	0
Total beds	75		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	19 Oct 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	8	Other injury	0
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.6%	13.6%
% of residents receiving recreation therapy	8.4%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	17.3%	24.6%
% of residents receiving depression medication	48.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16%	31%
Daily physical restraints	23%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---chilliwack,-agassiz/waverly-seniors-village

OFFICE OF THE
SENIORS ADVOCATE

Westhaven QUICK FACTS
as of January 2016

Facility	Westhaven
Health authority	Vancouver Island
Street address	3949 Pt. Alberni Hwy
City	Port Alberni
Postal code	V9Y 4S1
Phone number	(250) 724-8875
Operator (name)	Vancouver Island Health
Opened	2001
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	3.30

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Clinical Nurse Lead / Manager
Phone number of complaint contact	(250) 724-8875 / (250) 947-8230 x39068
Current language(s) spoken by staff	English, Punjabi, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	32
Short-term beds	2	Semi-private rooms	0
Long-term beds	30	Multi-person rooms	0
Total beds	32		

Inspection (as of December 15, 2015)			
Date of last inspection	27 Aug 2015	Reason for inspection	Non visit follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	14.8%	13.6%
% of residents receiving recreation therapy	10.7%	25.2%
% of residents receiving occupational therapy	0.9%	9.4%
% of residents diagnosed with depression	12.2%	24.6%
% of residents receiving depression medication	66.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling fee

Link to web page
http://www.viha.ca/hcc/residential/locations/westhaven.htm

OFFICE OF THE
SENIORS ADVOCATE

West Shore Laylum QUICK FACTS
as of January 2016

Facility	West Shore Laylum
Health authority	Fraser Health
Street address	4900 Central Ave
City	Delta
Postal code	V4K 2G7
Phone number	(604) 946-2822
Operator (name)	West Shore Laylum Management Ltd.
Opened	1973
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.25
Funded Allied Health hours per resident per day*	0.38
Total 2014/15 funded direct care hours per resident per day	2.64

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Manager of Residential Care
Phone number of complaint contact	(604) 240-8172
Current language(s) spoken by staff	English, Tagalog, Malayan, Hindi, Punjabi, Cantonese, Korean, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	45
Short-term beds	0	Semi-private rooms	5
Long-term beds	55	Multi-person rooms	0
Total beds	55		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	23 Jan 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	1	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	4	Other injury	2
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	2.0%	13.6%
% of residents receiving recreation therapy	16.6%	25.2%
% of residents receiving occupational therapy	0.6%	9.4%
% of residents diagnosed with depression	4.9%	24.6%
% of residents receiving depression medication	48.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/west-shore-laylum

OFFICE OF THE
SENIORS ADVOCATE

Westsyde Care Residence QUICK FACTS
as of January 2016

Facility	Westsyde Care Residence
Health authority	Interior Health
Street address	2980 Westsyde Road
City	Kamloops
Postal code	V2B 7E9
Phone number	(250) 579-7675
Operator (name)	JST Holdings Ltd.
Opened	Info not available
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Manager
Phone number of complaint contact	(250) 579-7675
Current language(s) spoken by staff	English and French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	20	Private rooms	Info not available
Short-term beds	0	Semi-private rooms	Info not available
Long-term beds	15	Multi-person rooms	Info not available
Total beds	35		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	23 Nov 2015	Reason for licensing inspection	Monitoring

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	Info not available	Medication error with adverse event	Info not available
Abuse/neglect	Info not available	Missing or wandering person	Info not available
Fall with injury/Adverse event	Info not available	Other injury	Info not available
Food or other poisoning	Info not available	Aggression between persons in care	Info not available
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Not reported	13.6%
% of residents receiving recreation therapy	Not reported	25.2%
% of residents receiving occupational therapy	Not reported	9.4%
% of residents diagnosed with depression	Not reported	24.6%
% of residents receiving depression medication	Not reported	47.8%
Taken antipsychotics without a diagnosis of psychosis	Not reported	31%
Daily physical restraints	Not reported	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page

OFFICE OF THE
SENIORS ADVOCATE

West Vancouver Care Centre QUICK FACTS
as of January 2016

Facility	West Vancouver Care Centre
Health authority	Vancouver Coastal
Street address	1675 27th Street
City	West Vancouver
Postal code	V7V 4K9
Phone number	(604) 925-1247
Operator (name)	Arcan Developments Ltd.
Opened	1987
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.34
Funded Allied Health hours per resident per day*	0.12
Total 2014/15 funded direct care hours per resident per day	2.46

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2015
Accreditation status	Excellence
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 925-1247
Current language(s) spoken by staff	English, Romanian, Polish, Tagalog, Spanish, Portuguese, Punjabi, Hindi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	2	Private rooms	23
Short-term beds	0	Semi-private rooms	16
Long-term beds	79	Multi-person rooms	7
Total beds	81		

Inspection (as of December 15, 2015)			
Date of last inspection	20 Jul 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	13		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	27.8%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	17.3%	24.6%
% of residents receiving depression medication	58.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	4%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/north-and-west-vancouver-residential-care/west-vancouver-care-centre/

OFFICE OF THE
SENIORS ADVOCATE

Westview Extended Care – Penticton Regional Hospital
QUICK FACTS
as of January 2016

Facility	Westview Extended Care – Penticton Regional Hospital
Health authority	Interior Health
Street address	550 Carmi Ave
City	Penticton
Postal code	V2A 3G6
Phone number	250-492-4000
Operator (name)	Interior Health
Opened	1980
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	No
Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day*	0.39
Total 2014/15 funded direct care hours per resident per day	3.27

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2015
Accreditation status	Commendation
Contact for complaints	Resident Care Coordinator / Manager
Phone number of complaint contact	(250) 492-4000 x2206 / (250) 492-4000 x2676
Current language(s) spoken by staff	Portuguese, Filipino, Punjabi, Hindi, German, Bengali, Russian, French
Visitor parking	Yes
Visitor parking cost	Yes
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	10
Short-term beds	8	Semi-private rooms	10
Long-term beds	94	Multi-person rooms	18
Total beds	102		

Inspection (as of December 15, 2015)			
Date of last inspection	8 Apr 2015	Reason for inspection	Monitoring
Incidents 2014-15	**Quantity**		
Serious adverse events	1		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	Info not available	Number substantiated complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	3.5%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	15.1%	9.4%
% of residents diagnosed with depression	15.3%	24.6%
% of residents receiving depression medication	38.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39%	31%
Daily physical restraints	13%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	Yes	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Westview%20Extended%20Care

OFFICE OF THE
SENIORS ADVOCATE

White Rock Seniors Village QUICK FACTS
as of January 2016

Facility	White Rock Seniors Village
Health authority	Fraser Health
Street address	15628 Buena Vista
City	White Rock
Postal code	V4B 1Z4
Phone number	(604) 531-2273
Operator (name)	Retirement Concepts
Opened	available
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.61
Funded Allied Health hours per resident per day*	0.20
Total 2014/15 funded direct care hours per resident per day	2.81

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Info not available
Accreditation status	Info not available
Contact for complaints	Info not available
Phone number of complaint contact	Info not available
Current language(s) spoken by staff	Info not available
Visitor parking	Info not available
Visitor parking cost	Info not available
Personal spending account (comfort fund)	Info not available

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	11	Private rooms	59
Short-term beds	0	Semi-private rooms	6
Long-term beds	60	Multi-person rooms	0
Total beds	71		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 Jun 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	7	Other injury	1
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	17.4%	13.6%
% of residents receiving recreation therapy	50.9%	25.2%
% of residents receiving occupational therapy	5.9%	9.4%
% of residents diagnosed with depression	6.8%	24.6%
% of residents receiving depression medication	41.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30%	31%
Daily physical restraints	7%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/white-rock-seniors-village

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William Rudd QUICK FACTS
as of January 2016

Facility	William Rudd
Health authority	Fraser Health
Street address	95 Blackberry Drive
City	New Westminster
Postal code	V3L 5S7
Phone number	(604) 517-8609
Operator (name)	Fraser Health
Opened	Info not available
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	3.00
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	3.36

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	2018
Accreditation status	Accredited
Contact for complaints	Care Manager
Phone number of complaint contact	(604) 517-8612
Current language(s) spoken by staff	English, Cantonese, Tagalog, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	12
Short-term beds	0	Semi-private rooms	0
Long-term beds	12	Multi-person rooms	0
Total beds	12		

Inspection (as of December 15, 2015)			
Date of last inspection	20 Feb 2015	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	20.1%	13.6%
% of residents receiving recreation therapy	15.7%	25.2%
% of residents receiving occupational therapy	11.2%	9.4%
% of residents diagnosed with depression	8.7%	24.6%
% of residents receiving depression medication	44.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	8%	31%
Daily physical restraints	22%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/william-rudd-house

OFFICE OF THE
SENIORS ADVOCATE

Williams Lake Seniors Village QUICK FACTS
as of January 2016

Facility	Williams Lake Seniors Village
Health authority	Interior Health
Street address	1455 Western Avenue
City	Williams Lake
Postal code	V2G 5N1
Phone number	(250) 305-1131
Operator (name)	Retirement Concepts Seniors Services Ltd.
Opened	2004
Councils	Resident & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	3.16

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Feb 2018
Accreditation status	Accredited
Contact for complaints	General Manager
Phone number of complaint contact	(250) 305-3302
Current language(s) spoken by staff	English, Filipino, Punjabi, Hindi, French, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	113
Short-term beds	0	Semi-private rooms	0
Long-term beds	113	Multi-person rooms	0
Total beds	113		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	9 Jun 2015	Reason for licensing inspection	Monitoring
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	4	Medication error with adverse event	0
Abuse/neglect	1	Missing or wandering person	0
Fall with injury/Adverse event	25	Other injury	4
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	Info not available	Number substantiated licensing complaints	Info not available

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	0.3%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	10.0%	24.6%
% of residents receiving depression medication	46.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20%	31%
Daily physical restraints	8%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Williams%20Lake%20Seniors%20Village

OFFICE OF THE
SENIORS ADVOCATE

Willingdon Care Centre QUICK FACTS
as of January 2016

Facility	Willingdon Care Centre
Health authority	Fraser Health
Street address	4435 Grange St
City	Burnaby
Postal code	V5H 1P4
Phone number	(604) 433-2455
Operator (name)	Arnold Bennewith
Opened	1964
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.58
Funded Allied Health hours per resident per day*	0.23
Total 2014/15 funded direct care hours per resident per day	2.80

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Sep 2017
Accreditation status	Commendation
Contact for complaints	Director of Care
Phone number of complaint contact	(604) 433-2455
Current language(s) spoken by staff	English, Cantonese, Tagalog
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	10
Short-term beds	0	Semi-private rooms	23
Long-term beds	95	Multi-person rooms	10
Total beds	95		

Inspection (as of December 15, 2015)			
Date of last inspection	29 Jan 2015	Reason for inspection	Follow up
Incidents 2014-15	**Quantity**		
Serious adverse events	14		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.0%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	1.8%	9.4%
% of residents diagnosed with depression	25.6%	24.6%
% of residents receiving depression medication	42.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26%	31%
Daily physical restraints	2%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	Yes
Personal telephone monthly service	Yes	Other fees	

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/willingdon-care-centre

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Willingdon Creek Village QUICK FACTS
as of January 2016

Facility	Willingdon Creek Village
Health authority	Vancouver Coastal
Street address	4980 Kiwanis Drive
City	Powell River
Postal code	V8A 5H5
Phone number	(604) 485-9868
Operator (name)	Vancouver Coastal Health
Opened	2014
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	Info not available

Regulation / Legislation	Info not available
Accredited	Yes
Accreditation expiry date	Dec 2016
Accreditation status	Accredited
Contact for complaints	Manager / Residential Care Coordinator
Phone number of complaint contact	(604) 485-9868
Current language(s) spoken by staff	English, Dutch, Swedish, Filipino, French, German
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	102
Short-term beds	1	Semi-private rooms	0
Long-term beds	101	Multi-person rooms	0
Total beds	102		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	No inspection information listed	Reason for licensing inspection	Info not available

Incidents	2014-15	Quantity	Incidents	2014-15	Quantity
Disease outbreak or occurrence		Info not available	Medication error with adverse event		Info not available
Abuse/neglect		Info not available	Missing or wandering person		Info not available
Fall with injury/Adverse event		Info not available	Other injury		Info not available
Food or other poisoning		Info not available	Aggression between persons in care		Info not available

Complaints	2014-15	Quantity	Complaints	2014-15	Quantity
Number of licensing complaints		Info not available	Number substantiated licensing complaints		Info not available

Care & Services Quality*	2014-15	Facility	BC
% of residents receiving physical therapy		Info not available	13.6%
% of residents receiving recreation therapy		Info not available	25.2%
% of residents receiving occupational therapy		Info not available	9.4%
% of residents diagnosed with depression		Info not available	24.6%
% of residents receiving depression medication		Info not available	47.8%
Taken antipsychotics without a diagnosis of psychosis		Info not available	31%
Daily physical restraints		Info not available	11%

* Source: Canadian Institute for Health Information
Note: due to the facility open date, data is not available.

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/?program_id=14728

OFFICE OF THE
SENIORS ADVOCATE

Windermere QUICK FACTS
as of January 2016

Facility	Windermere
Health authority	Vancouver Coastal
Street address	900 West 12th Avenue
City	Vancouver
Postal code	V5Z 1N3
Phone number	(604) 736-8676
Operator (name)	Windemere Care Center Inc.
Opened	1992
Councils	Separate Resident & Family
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.70
Funded Allied Health hours per resident per day*	0.19
Total 2014/15 funded direct care hours per resident per day	2.89

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Administrator
Phone number of complaint contact	(604) 737-5474
Current language(s) spoken by staff	Romanian, German, Arabic, Japanese, Italian, Polish, Ukrainian, Greek, English, Cantonese, Mandarin, Fijian, Hindi, Spanish, Anhari, Vietnamese, Tagalog, Indonesian, Dutch, Togan, French, Farsi, Korean, Malay, Portuguese, Punjabi, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	3	Private rooms	170
Short-term beds	0	Semi-private rooms	22
Long-term beds	207	Multi-person rooms	0
Total beds	210		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	25 Sep 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	1
Abuse/neglect	0	Missing or wandering person	6
Fall with injury/Adverse event	28	Other injury	3
Food or other poisoning	0	Aggression between persons in care	1
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	5.8%	13.6%
% of residents receiving recreation therapy	8.6%	25.2%
% of residents receiving occupational therapy	0.1%	9.4%
% of residents diagnosed with depression	22.8%	24.6%
% of residents receiving depression medication	38.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	5%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/windermere-care-centre/

OFFICE OF THE
SENIORS ADVOCATE

Woodgrove Manor QUICK FACTS
as of January 2016

Facility	Woodgrove Manor
Health authority	Vancouver Island
Street address	6304 Metral Drive
City	Nanaimo
Postal code	V9T 2L8
Phone number	(250) 390-1036
Operator (name)	Woodgrove Manor Ltd.
Opened	1993
Councils	Separate & Combined Resident & Family Councils
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day*	Info not available
Total 2014/15 funded direct care hours per resident per day	2.59

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Residential Lifestyle Manager / Care Services Manager
Phone number of complaint contact	(250) 390-1036
Current language(s) spoken by staff	English, Punjabi
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	12	Private rooms	39
Short-term beds	0	Semi-private rooms	0
Long-term beds	31	Multi-person rooms	0
Total beds	43		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	15 Apr 2015	Reason for licensing inspection	Follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	7	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Not reported	13.6%
% of residents receiving recreation therapy	Not reported	25.2%
% of residents receiving occupational therapy	Not reported	9.4%
% of residents diagnosed with depression	Not reported	24.6%
% of residents receiving depression medication	Not reported	47.8%
Taken antipsychotics without a diagnosis of psychosis	Not reported	31%
Daily physical restraints	Not reported	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.viha.ca/hcc/residential/locations/woodgrove_manor.htm

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Wrinch Memorial Hospital QUICK FACTS
as of January 2016

Facility	Wrinch Memorial Hospital
Health authority	Northern Health
Street address	2510 West Hwy 62
City	Hazelton
Postal code	V0J 1Y0
Phone number	(250) 842-5211
Operator (name)	United Church Health Services Society
Opened	1905
Councils	Info not available
Meetings held	Info not available
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day*	0.00
Total 2014/15 funded direct care hours per resident per day	2.87

Regulation / Legislation	Hospital Act
Accredited	Yes
Accreditation expiry date	Jun 2018
Accreditation status	Accredited
Contact for complaints	Health Services Administrator
Phone number of complaint contact	(250) 842-4641
Current language(s) spoken by staff	English, Gitsxon
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	No

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	1
Short-term beds	1	Semi-private rooms	5
Long-term beds	9	Multi-person rooms	0
Total beds	10		

Inspection			
Date of last inspection	20 Apr 2012	Reason for inspection	Routine
Incidents 2014-15	**Quantity**		
Serious adverse events	0		
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of complaints	0	Number substantiated complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	Info not available	13.6%
% of residents receiving recreation therapy	Info not available	25.2%
% of residents receiving occupational therapy	Info not available	9.4%
% of residents diagnosed with depression	Info not available	24.6%
% of residents receiving depression medication	Info not available	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	31%
Daily physical restraints	Info not available	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page

https://northernhealth.ca/Portals/0/Your_Health/HCC/Residential%20Facilities/Wrinch%20Memorial%20Hosp%20Residential%20Care-July%202014.pdf

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Yaletown House Society QUICK FACTS
as of January 2016

Facility	Yaletown House Society
Health authority	Vancouver Coastal
Street address	1099 Cambie Street
City	Vancouver
Postal code	V6B 5A8
Phone number	(604) 689-0022
Operator (name)	Yaletown House Society
Opened	1985
Councils	Combined Resident & Family Council
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes

Funded nursing care hours per resident per day	2.39
Funded Allied Health hours per resident per day*	0.22
Total 2014/15 funded direct care hours per resident per day	2.61

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 806-4202
Current language(s) spoken by staff	English, Tagalog, Cantonese, French, Spanish, Mandarin, German, Hindi, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	127
Short-term beds	0	Semi-private rooms	0
Long-term beds	127	Multi-person rooms	0
Total beds	127		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	4 Nov 2015	Reason for licensing inspection	Routine follow-up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	10
Fall with injury/Adverse event	27	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	6.2%	13.6%
% of residents receiving recreation therapy	7.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	28.6%	24.6%
% of residents receiving depression medication	41.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24%	31%
Daily physical restraints	21%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Clothing labelling, specialty supplies & services

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/yaletown-house/

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Youville Residence QUICK FACTS
as of January 2016

Facility	Youville Residence
Health authority	Vancouver Coastal
Street address	4950 Heather Street
City	Vancouver
Postal code	V5Z 3L9
Phone number	(604) 261-9371
Operator (name)	Providence Health Care
Opened	1979
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Outside Contractor
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	3.21
Funded Allied Health hours per resident per day*	0.42
Total 2014/15 funded direct care hours per resident per day	3.63

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Nov 2016
Accreditation status	Exemplary
Contact for complaints	Site Operations Leader
Phone number of complaint contact	(604) 806-9540
Current language(s) spoken by staff	English, Hindi, Punjabi, Tagalog, Spanish, Cantonese, Mandarin, Italian, Portuguese, Taiwanese, French
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	42
Short-term beds	0	Semi-private rooms	0
Long-term beds	42	Multi-person rooms	0
Total beds	42		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	14 Sep 2015	Reason for licensing inspection	Routine
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	1
Fall with injury/Adverse event	0	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	43.9%	13.6%
% of residents receiving recreation therapy	14.2%	25.2%
% of residents receiving occupational therapy	39.4%	9.4%
% of residents diagnosed with depression	38.7%	24.6%
% of residents receiving depression medication	69.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	56%	31%
Daily physical restraints	10%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/youville-residence/

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Yucalta Lodge QUICK FACTS
as of January 2016

Facility	Yucalta Lodge
Health authority	Vancouver Island
Street address	555 – 2nd Avenue
City	Campbell River
Postal code	V9W 3V1
Phone number	(250) 850-2900
Operator (name)	Vancouver Island Health
Opened	2001
Councils	Resident only
Meetings held	Regular Schedule
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.69
Funded Allied Health hours per resident per day*	0.30
Total 2014/15 funded direct care hours per resident per day	2.98

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	Yes
Accreditation expiry date	Apr 2018
Accreditation status	Accredited
Contact for complaints	Manager
Phone number of complaint contact	(250) 850-2903
Current language(s) spoken by staff	Swedish, German, Patwah, Thai, Sudanese, English, French, Hindi, Tagalog, First Nations
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	0	Private rooms	100
Short-term beds	3	Semi-private rooms	0
Long-term beds	97	Multi-person rooms	0
Total beds	100		

Licensing (as of December 15, 2015)			
Date of last licensing inspection	6 Aug 2015	Reason for licensing inspection	Non visit follow up
Incidents 2014-15	**Quantity**	**Incidents 2014-15**	**Quantity**
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	18	Other injury	0
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	6	Number substantiated licensing complaints	1

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	10.5%	13.6%
% of residents receiving recreation therapy	3.1%	25.2%
% of residents receiving occupational therapy	3.1%	9.4%
% of residents diagnosed with depression	33.9%	24.6%
% of residents receiving depression medication	62.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31%	31%
Daily physical restraints	14%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Drugs not otherwise covered, some transportation costs

Link to web page
http://www.viha.ca/hcc/residential/locations/yucalta_lodge.htm

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Zion Park Manor QUICK FACTS
as of January 2016

Facility	Zion Park Manor
Health authority	Fraser Health
Street address	5939-180th St
City	Surrey
Postal code	V3S 4L2
Phone number	(604) 576-2891
Operator (name)	Lutheran Senior Citizens' Housing Society
Opened	1971
Councils	Combined Resident & Family Council
Meetings held	Scheduled as needed
Food services provided by:	Operator
Food prepared and cooked on site	Yes
Funded nursing care hours per resident per day	2.56
Funded Allied Health hours per resident per day*	0.36
Total 2014/15 funded direct care hours per resident per day	2.92

Regulation / Legislation	Community Care & Assisted Living Act
Accredited	No
Accreditation expiry date	N/A
Accreditation status	N/A
Contact for complaints	Executive Director
Phone number of complaint contact	(604) 575-2812
Current language(s) spoken by staff	English, German, Dutch, Punjabi, Polish, French, Cantonese, Tagalog, Spanish, Russian
Visitor parking	Yes
Visitor parking cost	No
Personal spending account (comfort fund)	Yes

* Allied Health includes physio, occupational, recreation, speech and language therapies, as well as social worker services.

Beds & Rooms

Beds	Quantity	Room Configuration	Quantity
Private (not publicly funded) beds	29	Private rooms	99
Short-term beds	0	Semi-private rooms	0
Long-term beds	70	Multi-person rooms	0
Total beds	99		

Licensing			
Date of last licensing inspection	24 Sep 2015	Reason for licensing inspection	Routine

Incidents 2014-15	Quantity	Incidents 2014-15	Quantity
Disease outbreak or occurrence	0	Medication error with adverse event	0
Abuse/neglect	0	Missing or wandering person	0
Fall with injury/Adverse event	10	Other injury	3
Food or other poisoning	0	Aggression between persons in care	0
Complaints 2014-15	**Quantity**	**Complaints 2014-15**	**Quantity**
Number of licensing complaints	0	Number substantiated licensing complaints	0

Care & Services Quality* 2014-15	Facility	BC
% of residents receiving physical therapy	0.5%	13.6%
% of residents receiving recreation therapy	0.0%	25.2%
% of residents receiving occupational therapy	0.0%	9.4%
% of residents diagnosed with depression	16.3%	24.6%
% of residents receiving depression medication	51.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23%	31%
Daily physical restraints	1%	11%

* Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	**Included**	**Service**	**Included**
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Yes

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/zion-park-manor