



OFFICE OF THE
SENIORS ADVOCATE
BRITISH COLUMBIA

B R I T I S H C O L U M B I A
Residential Care Facilities
Quick Facts Directory

as of
January 2016



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 suppressed 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. Accreditation 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.

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

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.

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



Facility Name QUICK FACTS as of January 2016

Facility	Facility Name		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	123 Doe Road	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	A1B 2C3	Accreditation status	N/A
Phone number	(604) 123-4567	Contact for complaints	Site Leader / Manager
Operator (name)	ABC Society	Phone number of complaint contact	(604) 123-4567 ext 890
Opened	1990	Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog, French, Punjabi, Farsi, Spanish
Councils	Resident only	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	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		

* Allied Health includes physio, 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.

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.

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.

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
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
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.

Facilities by Alphabet

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Banfield	19	Dr. Andrew Pavilion – Summerland Health Centre	121
Bastion Place	21	Dr. F. W. Green Memorial Home	123
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Beckley Farm Lodge	25	Dufferin Place	127
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Facility	Aberdeen Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1450 Hillside Ave.		
City	Victoria	Accredited	Yes
Postal code	V8T 2B7	Accreditation expiry date	Apr 2018
Phone number	(250) 370-5648	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	1982	Contact for complaints	Manager
Councils	Combined Resident & Family	Phone number of complaint contact	(250) 370-5678
Meetings held	Regular Schedule		
Food services provided by:	Operator & Outside Contractor	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	4.25	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.59	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	4.85		

* Allied Health includes physio, 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
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



Facility	Acacia Ty Mawr		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2655 E Shawnigan Lake	Accredited	No
City	Shawnigan Lake		
Postal code	V0R 2W0	Accreditation expiry date	N/A
Phone number	(250) 743-2124	Accreditation status	N/A
Operator (name)	Acacia Ty Mawr Holdings Ltd.		
Opened	1940	Contact for complaints	Director of Care
Councils	Family only		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 743-2124 ext 2
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Indonesian, Dutch
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day		Visitor parking	Yes
Funded Allied Health hours per resident per day*		Visitor parking cost	No
Total 2014/15 funded direct care hours per resident per day		Personal spending account (comfort fund)	Yes
Info not available			
Info not available			
3.12			

* Allied Health includes physio, 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



Facility	Acropolis Manor		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1325 Summit Avenue		
City	Prince Rupert	Accredited	Yes
Postal code	V8J 4C1	Accreditation expiry date	Jun 2018
Phone number	(250) 622-6400		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	2009	Contact for complaints	Site Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 622-6450
Food services provided by:	Operator	Current language(s) spoken by staff	Filipino, Portuguese, Italian, Punjabi, Hindi, Tsimshain, Cebuano, English
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	3.04	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00		
Total 2014/15 funded direct care hours per resident per day	3.04	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		

Acropolis Manor QUICK FACTS *continued*

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



Facility	Adanac Park Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	851 Boundary Road		
City	Vancouver	Accredited	No
Postal code	V5K 4T2	Accreditation expiry date	N/A
Phone number	(604) 299-7567		
Operator (name)	Little Mountain Residential Care and Housing Society	Accreditation status	N/A
Opened	2000	Contact for complaints	Site Leader / Manager
Councils	Resident only	Phone number of complaint contact	(604) 299-7567x345
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.16	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.33	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.49		

* Allied Health includes physio, 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		

Adanac Park Lodge QUICK FACTS *continued*

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
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
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/



Facility	Arbutus Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	4505 Valley Drive	Accredited	Yes
City	Vancouver	Accreditation expiry date	Sep 2017
Postal code	V6L 2L1	Accreditation status	Commendation
Phone number	(604) 261-4292	Contact for complaints	Sharon Brown, Executive Director
Operator (name)	Revera Long Term Care	Phone number of complaint contact	(604) 261-4292
Opened	1986	Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog, French, Punjabi, Farsi, Spanish
Councils	Separate Resident & Family	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	2.48		
Funded Allied Health hours per resident per day*	0.22		
Total 2014/15 funded direct care hours per resident per day	2.70		

* Allied Health includes physio, 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/



Facility	Arrow Lakes Hospital – Minto		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	97 1st Street		
City	Nakusp	Accredited	Yes
Postal code	V0G 1R0	Accreditation expiry date	Jul 2015
Phone number	(250) 265-5233	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1980	Contact for complaints	Patient Care Coordinator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 265-4317
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.92	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.52	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.44		

* Allied Health includes physio, 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		

Arrow Lakes Hospital – Minto QUICK FACTS *continued*

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
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



Facility	Arrowsmith Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	266 Moilliet St		
City	Parksville	Accredited	No
Postal code	V9P 1M9	Accreditation expiry date	N/A
Phone number	(250) 248-4331	Accreditation status	N/A
Operator (name)	Arrowsmith Health Care (2011) Society	Contact for complaints	Care Manager
Opened	2005	Phone number of complaint contact	(250) 248-4331
Councils	Separate Resident & Family	Current language(s) spoken by staff	Spanish, Russian, German, Korean, Japanese, Mandarin, Filipino, Tagalog, Punjabi, Croatian, Malay, Hindi
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Arrowsmith Lodge QUICK FACTS *continued*

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



Facility	Ayre Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6764 Ayre Rd		
City	Sooke	Accredited	No
Postal code	V9Z 1K1	Accreditation expiry date	N/A
Phone number	(250) 642-1750		
Operator (name)	Sooke Elderly Citizens Housing Society	Accreditation status	N/A
Opened	2008	Contact for complaints	Kim Whitemarsh, Director Resident Care
Councils	Combined Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 642-1750 ext. 105
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available		
Total 2014/15 funded direct care hours per resident per day	3.15	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
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
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



Facility	Baillie House		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	11666 Laity St	Accredited	Yes
City	Maple Ridge		
Postal code	V2X 7G5	Accreditation expiry date	Info not available
Phone number	(604) 476-7888	Accreditation status	Info not available
Operator (name)	Fraser Health		
Opened	Info not available	Contact for complaints	Info not available
Councils	Separate Resident & Family	Phone number of complaint contact	Info not available
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Info not available
Funded nursing care hours per resident per day	3.00	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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
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



Facility	Banfield		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2785 Ash Street		
City	Vancouver	Accredited	Yes
Postal code	V5Z 1M9	Accreditation expiry date	2016
Phone number	(604) 875-4111	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health		
Opened	1980	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 875-4111 ext 68957
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Mandarin, Japanese, Cantonese, Punjabi, Hindi, Tagalog, Swahili
Food prepared and cooked on site	No	Visitor parking	No
Funded nursing care hours per resident per day	2.79	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.27	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.06		

* Allied Health includes physio, 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
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/



Facility	Bastion Place		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	700 11 St. NE	Accredited	Yes
City	Salmon Arm		
Postal code	V1E 4P9	Accreditation expiry date	Oct 2019
Phone number	(250) 833-3616	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1991	Contact for complaints	Residential Care Coordinator / Manager
Councils	Separate Resident & Family Councils	Phone number of complaint contact	(250) 803-4539 / (250) 803-4538
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Croatian, German, Russian, Ukrainian, Filipino, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.15	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.59	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.74		

* Allied Health includes physio, 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
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



Facility	Beacon Hill Villa		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	635 Superior St		
City	Victoria	Accredited	Yes
Postal code	V8V 1V1	Accreditation expiry date	Feb 2018
Phone number	(250) 383-5447		
Operator (name)	Beacon Hill Villa, LLP	Accreditation status	Accredited
Opened	1991	Contact for complaints	General Manager / Director of Care
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 383-5447
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	Info not available	Visitor parking	Yes
		Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

Beacon Hill Villa QUICK FACTS *continued*

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



Facility	Beckley Farm Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	530 Simcoe St		
City	Victoria	Accredited	No
Postal code	V8V 4W4	Accreditation expiry date	N/A
Phone number	(250) 381-4421	Accreditation status	N/A
Operator (name)	Beckley Farm Lodge Society		
Opened	1991	Contact for complaints	Director Resident & Outreach Services / Director of Finance & Admin
Councils	Combined Resident & Family		
Meetings held	Scheduled as needed	Phone number of complaint contact	(250) 381-4421 ext 234 / (250) 381-4421 ext 225
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Current language(s) spoken by staff	Many, specifics unavailable
Funded nursing care hours per resident per day	Info not available	Visitor parking	No
		Visitor parking cost	N/A
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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		

Beckley Farm Lodge QUICK FACTS *continued*

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
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
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



Facility	Bella Coola General Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	1025 Elcho Street		
City	Bella Coola	Accredited	Yes
Postal code	V0T 1C0	Accreditation expiry date	Sep 2016
Phone number	(250) 799-5311		
Operator (name)	Vancouver Coastal Health	Accreditation status	Accredited
Opened	1980	Contact for complaints	Program Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Scheduled as needed	Phone number of complaint contact	(250) 799-5311
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	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	5
Short-term beds	0	Semi-private rooms	0
Long-term beds	5	Multi-person rooms	0
Total beds	5		

Bella Coola General Hospital QUICK FACTS *continued*

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
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/>



Facility	Belvedere Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	739 Alderson Avenue	Accredited	Yes
City	Coquitlam	Accreditation expiry date	Apr 2017
Postal code	V3K 7B3	Accreditation status	Exemplary
Phone number	(604) 939-5991	Contact for complaints	Operations Manager / Resident Services Manager
Operator (name)	Belvedere Care Centre Inc.	Phone number of complaint contact	(604) 939-5991
Opened	2006	Current language(s) spoken by staff	English, French, Hindi, Tagalog, German, Romanian, Cantonese, Mandarin
Councils	Separate Resident & Family	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	No
Food services provided by:	Outside Contractor	Personal spending account (comfort fund)	No
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		

* Allied Health includes physio, 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		

Belvedere Care Centre QUICK FACTS *continued*

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
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>



Facility	Bevan Lodge Residential		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	33386 Bevan Ave.		
City	Abbotsford	Accredited	No
Postal code	V2S 5G6	Accreditation expiry date	N/A
Phone number	(604) 850-5416	Accreditation status	N/A
Operator (name)	Trillium Care Services Inc.		
Opened	Info not available	Contact for complaints	Executive Director
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 850-5416 ext 122
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, French, Hindi, Cantonese, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.50	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.11	Personal spending account (comfort fund)	Yes
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	71	Private rooms	105
Short-term beds	0	Semi-private rooms	5
Long-term beds	44	Multi-person rooms	0
Total beds	115		

Bevan Lodge Residential QUICK FACTS *continued*

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>



Facility	Blenheim Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3263 Blenheim Street	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V6L 2X7	Accreditation status	N/A
Phone number	(604) 732-8717	Contact for complaints	Department Manager
Operator (name)	Calling Foundation	Phone number of complaint contact	(604) 732-8717
Opened	1969	Current language(s) spoken by staff	English, Tagalog, Cantonese, Mandarin, Punjabi, Hindi, Hungarian, Greek, Spanish, Russian, Ukrainian
Councils	Combined Resident & Family Councils	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	2.36		
Funded Allied Health hours per resident per day*	0.21		
Total 2014/15 funded direct care hours per resident per day	2.57		

* Allied Health includes physio, 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/



Facility	Braddan Private Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2450 West 2nd Ave		
City	Vancouver	Accredited	No
Postal code	V6K 1J6	Accreditation expiry date	N/A
Phone number	(604) 731-2127	Accreditation status	N/A
Operator (name)	Braddan Private Hospital Ltd.		
Opened	1979	Contact for complaints	Care Coordinator / Administrator
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 731-2121 ext 3
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Spanish, Tagalog, Mandarin, Cantonese, Vietnamese, French, Greek, Polish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.64	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.12	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.76		

* Allied Health includes physio, 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
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/



Facility	Bradley Center		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	45600 Menholm Rd		
City	Chilliwack	Accredited	Yes
Postal code	V2P 1P7	Accreditation expiry date	Nov 2016
Phone number	(604) 795-4103	Accreditation status	Commendation
Operator (name)	Fraser Health		
Opened	Info not available	Contact for complaints	Resident Care Coordinator/ or Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604)795-4103 / (604) 795-4768
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Mandarin and/or Cantonese, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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
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



Facility	Brandt's Creek Mews		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2081 Cross Rd		
City	Kelowna	Accredited	Yes
Postal code	V1V 2G2	Accreditation expiry date	Jan-17
Phone number	(778) 478-8800		
Operator (name)	InSite Housing & Hospitality & Health Services Inc.	Accreditation status	Primer
Opened	2009	Contact for complaints	Community Administrator
Councils	Combined Resident & Family	Phone number of complaint contact	(778) 478-8800
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, German, Punjabi, Filipino, Russian, Polish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.92	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.23		
Total 2014/15 funded direct care hours per resident per day	3.15	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		

Brandt's Creek Mews QUICK FACTS *continued*

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



Facility	Brentwood House		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1167 Stelly's Cross Road		
City	Brentwood Bay	Accredited	Yes
Postal code	V8M 1H4	Accreditation expiry date	Nov 2016
Phone number	(250) 652-0634		
Operator (name)	Beacon Community Services	Accreditation status	Exemplary
Opened	2006	Contact for complaints	Manager
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 589-3354
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	Info not available	Visitor parking	Yes
		Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.92		

* Allied Health includes physio, 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		

Brentwood House QUICK FACTS *continued*

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



Facility	Broadway Pentecostal Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1377 Lamey's Mill Rd	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V6H 3S9	Accreditation status	N/A
Phone number	(604) 733-1441	Contact for complaints	Administrator
Operator (name)	Broadway Pentecostal Care Association	Phone number of complaint contact	(604) 733-1441 ext 236
Opened	1981	Current language(s) spoken by staff	Punjabi, Taglog, Vietnamese, Mandarin, Cantonese, Yaruba, Spanish, German, Polish, Farsi, Fant Ashante, Serbian, French, Hindi
Councils	Resident only	Visitor parking	No
Meetings held	Regular Schedule	Visitor parking cost	N/A
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	2.40		
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	2.70		

* Allied Health includes physio, 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		

Broadway Pentecostal Lodge QUICK FACTS *continued*

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/>



Facility	Brocklehurst Gemstone Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1955 Tranquille Road		
City	Kamloops	Accredited	No
Postal code	V2B 3M4	Accreditation expiry date	N/A
Phone number	(778) 470-2596	Accreditation status	N/A
Operator (name)	Riverside Retirement Centre Ltd.		
Opened	2013	Contact for complaints	General Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(778) 470-2596 ext 101
Food services provided by:	Operator	Current language(s) spoken by staff	English, Filipino
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.87	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.27		
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	5	Private rooms	126
Short-term beds	0	Semi-private rooms	4
Long-term beds	125	Multi-person rooms	0
Total beds	130		

Brocklehurst Gemstone Care Centre QUICK FACTS *continued*

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/>



Facility	Brookhaven Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	1775 Shannon Lake Rd		
City	West Kelowna	Accredited	Yes
Postal code	V4T 2N7	Accreditation expiry date	Dec 2019
Phone number	(250) 862-4040	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1985	Contact for complaints	Resident Care Coordinator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 862-4040
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, French, Filipino, Hungarian, German, Spanish, Russian
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.02	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.37	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.39		

* Allied Health includes physio, 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		

Brookhaven Care Centre QUICK FACTS *continued*

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
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?svclloc=Brookhaven



Facility	Brookside Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	19550 Fraser Highway		
City	Surrey	Accredited	Yes
Postal code	V3S 6K5	Accreditation expiry date	2018
Phone number	(604) 530-6595		
Operator (name)	Baybridge – Baltic Group (Brookside)	Accreditation status	Commendation
Opened	2009	Contact for complaints	General Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 530-6595 ext 101
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Spanish, Hindi, Cantonese, Punjabi, Filipino , Hungarian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.64	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.22	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.86		

* Allied Health includes physio, 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		

Brookside Lodge QUICK FACTS *continued*

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>



Facility	Buchanan Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	409 Blair Ave		
City	New Westminster	Accredited	Yes
Postal code	V3L 4A4	Accreditation expiry date	Jun 2019
Phone number	(604) 522-7033		
Operator (name)	Salvation Army	Accreditation status	Commendation
Opened	Info not available	Contact for complaints	Sara Leibl
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 517-4125
Food services provided by:	Operator	Current language(s) spoken by staff	English, Mandarin, Cantonese, Hindi, Persian, Hebrew, Italian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.77	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.33		
Total 2014/15 funded direct care hours per resident per day	3.09	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



Facility	Bulkley Lodge		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3668 11th Avenue		
City	Smithers	Accredited	Yes
Postal code	V0J 2N0	Accreditation expiry date	Jun 2018
Phone number	(250) 847-4443		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	1978	Contact for complaints	Clinical Practice Lead / Residential Care Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 876-4543 / (250) 876-4548
Food services provided by:	Operator	Current language(s) spoken by staff	English, Dutch, Polish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.26	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.17	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	3.43		

* Allied Health includes physio, 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



Facility	Burquitlam Lions Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	560 Sydney Ave		
City	Coquitlam	Accredited	Yes
Postal code	V3K 6A4	Accreditation expiry date	Nov 2016
Phone number	(604) 939-6485	Accreditation status	Exemplary
Operator (name)	Burquitlam Care Society		
Opened	Info not available	Contact for complaints	Director of Care
Councils	Separate Resident & Family Councils	Phone number of complaint contact	(604) 939-6485
Meetings held	Scheduled as needed		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, French, Spanish, Korean, Hindi, Punjabi, Cantonese
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.59	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.24	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	2.83		

* Allied Health includes physio, 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		

Burquitlam Lions Care Centre QUICK FACTS *continued*

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>



Facility	Cairnsmore Place		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	250 Cairnsmore St		
City	Duncan	Accredited	Yes
Postal code	V9L 4H2	Accreditation expiry date	Apr 2017
Phone number	(250) 709-3080	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	1965	Contact for complaints	Manager
Councils	Combined Resident & Family	Phone number of complaint contact	(250) 709-3080
Meetings held	Scheduled as needed		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	2.84	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.41	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.25		

* Allied Health includes physio, 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		

Cairnsmore Place QUICK FACTS *continued*

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
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



Facility	Capilano Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	525 Clyde Avenue		
City	West Vancouver	Accredited	Yes
Postal code	V7T 1C4	Accreditation expiry date	Sep 2017
Phone number	(604) 926-6856	Accreditation status	Commendation
Operator (name)	Revera Long Term Care		
Opened	1992	Contact for complaints	Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 926-6856 #337
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Farsi, Russian, Arabic, Mandarin and/or Cantonese (multiple dialects), Hindi, German, Cree, Korean, Asmily, Filipino, French
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	2.48	Visitor parking	Yes
Funded Allied Health hours per resident per day*	0.21	Visitor parking cost	No
Total 2014/15 funded direct care hours per resident per day	2.69	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		

Capilano Care Centre QUICK FACTS *continued*

Inspection (as of December 15, 2015)				
Date of last inspection	16 Sep 2015	Reason for inspection		Routine
Incidents	2014-15	Quantity	Incidents	2014-15
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
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/>



Facility	CareLife Fleetwood		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	8265 159th Street	Accredited	Yes
City	Surrey	Accreditation expiry date	Oct 2018
Postal code	V4N 5T5	Accreditation status	Accredited
Phone number	(604) 598-7200	Contact for complaints	Resident Care Coordinator / Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 598-7200
Opened	2008	Current language(s) spoken by staff	English, Hindi, Punjabi, Filipino, Urdu, Polish, French, German, Mandarin, Romanian, Cantonese, Greek
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	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		

* Allied Health includes physio, 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
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



Facility	Carlton Gardens Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4108 Norfolk Street	Accredited	Yes
City	Burnaby	Accreditation expiry date	2018
Postal code	V5G 0B4	Accreditation status	Accredited
Phone number	(604) 419-3000	Contact for complaints	General Manager
Operator (name)	Chartwell Retirement Homes	Phone number of complaint contact	(604) 419-3007
Opened	2012	Current language(s) spoken by staff	French, Amharic, Cantonese, Croatian, Italian, Japanese, Korean, Punjabi, Spanish, Tagalog, Vietnamese, English
Councils	Separate & Combined Resident & Family Councils	Visitor parking	Yes
Meetings held	Scheduled as needed	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	2.53		
Funded Allied Health hours per resident per day*	0.29		
Total 2014/15 funded direct care hours per resident per day	2.82		

* Allied Health includes physio, 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		

Carlton Gardens Care Centre QUICK FACTS *continued*

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
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
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>



Facility	Cartier House		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1419 Cartier St		
City	Coquitlam	Accredited	Yes
Postal code	V3K 2C6	Accreditation expiry date	2018
Phone number	(604) 939-4654		
Operator (name)	Park Place Seniors Living Inc.	Accreditation status	Accredited
Opened	Info not available	Contact for complaints	Site Leader / Director of Care
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 939-4654
Food services provided by:	Operator & Outside Contractor	Current language(s) spoken by staff	English, Tagalog, Mandarin and/or Cantonese, Hindi, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.38	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.26		
Total 2014/15 funded direct care hours per resident per day	2.64	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



Facility	Cascade Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	45586 McIntosh Drive	Accredited	Yes
City	Chilliwack	Accreditation expiry date	2018
Postal code	V2P 7W8	Accreditation status	Commendation
Phone number	(604) 795-2500	Contact for complaints	Cheryl Dawes, Manager / General Manager
Operator (name)	BayBridge – Baltic Inc.	Phone number of complaint contact	(604) 795-7297 / (604) 795-2500
Opened	2006	Current language(s) spoken by staff	English, Dutch
Councils	Separate & Combined Resident & Family Councils	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	No
Food services provided by:	Operator	Personal spending account (comfort fund)	No
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		

* Allied Health includes physio, 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



Facility	Castleview Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2300 14th Ave.		
City	Castlegar	Accredited	Yes
Postal code	V1N 4A6	Accreditation expiry date	Apr 2018
Phone number	(250) 365-7277	Accreditation status	Commendation
Operator (name)	Chantelle Management Ltd	Contact for complaints	Administrator
Opened	1991	Phone number of complaint contact	(250) 365-7277
Councils	Combined Resident & Family	Current language(s) spoken by staff	English, Russian
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Castleview Care Centre QUICK FACTS *continued*

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



Facility	Cedarview Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1200 Cedar Village Close		
City	North Vancouver	Accredited	Yes
Postal code	V7J 3P3	Accreditation expiry date	2013
Phone number	(604) 904-6400	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health	Contact for complaints	Site Manager
Opened	1982	Phone number of complaint contact	(604) 904-6404
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, Farsi, Tagalog, Korean, Polish, Mandarin, Japanese, Russian
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator & Outside Contractor	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Cedarview Lodge QUICK FACTS *continued*

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/>



Facility	Central City Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	415 West Pender St	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V6B 1V2	Accreditation status	N/A
Phone number	(604) 681-9111	Contact for complaints	Director of Operations
Operator (name)	City Centre Care Society	Phone number of complaint contact	(604) 639-8230
Opened	1993	Current language(s) spoken by staff	English, French, Spanish, Farsi, Hindi, Japanese, Korean, Mandarin, Cantonese, Vietnamese, Tagalog, Punjabi, Greek
Councils	Resident only	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	2.28		
Funded Allied Health hours per resident per day*	0.27		
Total 2014/15 funded direct care hours per resident per day	2.55		

* Allied Health includes physio, 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		

Central City Lodge QUICK FACTS *continued*

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/



Facility	Cerwydden Care Home		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3243 Cowichan Lake R		
City	Duncan	Accredited	Yes
Postal code	V9L 4B8	Accreditation expiry date	Info not available
Phone number	(250) 746-4432	Accreditation status	Info not available
Operator (name)	576437 BC Ltd/Cerwydden Care Centre LLP		
Opened	2000	Contact for complaints	Info not available
Councils	Separate Resident & Family	Phone number of complaint contact	Info not available
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Info not available
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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		

Cerwydden Care Home QUICK FACTS *continued*

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



Facility	Cheam Village		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1525 MacKay Crescent		
City	Agassiz	Accredited	Yes
Postal code	V0M 1A3	Accreditation expiry date	Jun 2019
Phone number	(604) 796-3886	Accreditation status	Accredited
Operator (name)	Cheam Village Holdings Ltd.		
Opened	2008	Contact for complaints	Team Leader / Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 796-3886
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Dutch, Punjabi, Hindi, Tagalog, Japanese, Albanian, Spanish, Italian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.64	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.24		
Total 2014/15 funded direct care hours per resident per day	2.89	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		

Cheam Village QUICK FACTS *continued*

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>



Facility	Chemainus Health Care Centre		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	9909 Esplande Street	Accredited	Yes
City	Chemainus		
Postal code	V0R 1K0	Accreditation expiry date	2018
Phone number	(250) 737-2040	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	1994	Contact for complaints	Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 737-2040 x42231
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.81	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.17		

* Allied Health includes physio, 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		

Chemainus Health Care Centre QUICK FACTS *continued*

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
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



Facility	Cherington Place		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	13453 111A Ave	Accredited	Yes
City	Surrey	Accreditation expiry date	Apr 2017
Postal code	V3R 2C5	Accreditation status	Exemplary
Phone number	(604) 581-2885	Contact for complaints	Director of Care
Operator (name)	Cherington Intercare Inc.	Phone number of complaint contact	(604) 581-2885
Opened	Info not available	Current language(s) spoken by staff	Arabic, Cantonese, Czech, French, German, English, Hindi, Mandarin, Punjabi, Spanish, Tagalog, Urdu, Korean
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)	No
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		

* Allied Health includes physio, 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>



Facility	Chetwynd Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	5500 Hospital Road		
City	Chetwynd	Accredited	Yes
Postal code	V0C 1J0	Accreditation expiry date	Jun 2018
Phone number	(250) 788-2236	Accreditation status	Accredited
Operator (name)	Northern Health		
Opened	1971	Contact for complaints	Health Service Administrator
Councils	Info not available	Phone number of complaint contact	(250) 788-7243
Meetings held	Info not available		
Food services provided by:	Info not available	Current language(s) spoken by staff	German, English, First Nations languages
Food prepared and cooked on site	Info not available	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	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	7
Short-term beds	0	Semi-private rooms	0
Long-term beds	7	Multi-person rooms	0
Total beds	7		

Chetwynd Hospital QUICK FACTS *continued*

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
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



Facility	Christenson Village		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	585 Shaw Road		
City	Gibsons	Accredited	Yes
Postal code	V0N 1V8	Accreditation expiry date	2019
Phone number	(604) 886-8747	Accreditation status	Commendation
Operator (name)	The Good Samaritan Canada Inc.	Contact for complaints	Site Manager
Opened	2006	Phone number of complaint contact	(604) 886-8747 ext 21222
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, Tagalog, French, Spanish
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Christenson Village QUICK FACTS *continued*

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/>



Facility	Columbia Garden Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	800-10 Ave., Box 578		
City	Invermere	Accredited	Yes
Postal code	V0A 1K0	Accreditation expiry date	Oct 2018
Phone number	(250) 341-3350		
Operator (name)	Golden Life Management Corp	Accreditation status	Accredited
Opened	2005	Contact for complaints	Manager
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 341-3350
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.77	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.32		
Total 2014/15 funded direct care hours per resident per day	3.09	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		

Columbia Garden Village QUICK FACTS *continued*

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



Facility	Columbia House – Invermere District Hospital		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1030 - 10th Street		
City	Invermere	Accredited	Yes
Postal code	V0A 1K0	Accreditation expiry date	Info not available
Phone number	(250) 342-2329	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1994	Contact for complaints	Resident Care Coordinator / Site Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 342-2303
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, German
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*	0.36		
Total 2014/15 funded direct care hours per resident per day	3.22	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		

Columbia House – Invermere District Hospital QUICK FACTS *continued*

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



Facility	Columbia View Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2920 Laburnum Dr		
City	Trail	Accredited	Yes
Postal code	V1R 4N2	Accreditation expiry date	Oct 2019
Phone number	(250) 364-1271	Accreditation status	Accredited
Operator (name)	Interior Health	Contact for complaints	Manager / Social Worker
Opened	1979	Phone number of complaint contact	(250) 364-5356 / (250) 364-5352
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, Italian, Philippine, Punjabi
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Columbia View Lodge QUICK FACTS *continued*

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



Facility	Columbus Residence		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	704 West 69th Avenue		
City	Vancouver	Accredited	No
Postal code	V6P 2W3	Accreditation expiry date	N/A
Phone number	(604) 321-4405	Accreditation status	N/A
Operator (name)	Columbus Long Term Care Society		
Opened	1990	Contact for complaints	Director of Care / Director of Food Services & Support Services
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 321-4405
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Mandarin and/or Cantonese, Hindi, Korean, Tagalog, French
Food services provided by:	Operator	Visitor parking	No
Food prepared and cooked on site	Yes	Visitor parking cost	N/A
Funded nursing care hours per resident per day	2.47	Personal spending account (comfort fund)	Yes
Funded Allied Health hours per resident per day*	0.43		
Total 2014/15 funded direct care hours per resident per day	2.90		

* Allied Health includes physio, 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		

Columbus Residence QUICK FACTS *continued*

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/>



Facility	Comox Valley Seniors Village		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4640 Headquarters Rd.	Accredited	Yes
City	Courtenay		
Postal code	V9N 7J3	Accreditation expiry date	Feb 2018
Phone number	(250) 897-1033	Accreditation status	Accredited
Operator (name)	Courtenay Seniors Village LLP		
Opened	2009	Contact for complaints	General Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 331-4102
Meetings held	Scheduled as needed		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Filipino, German
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.14		

* Allied Health includes physio, 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		

Comox Valley Seniors Village QUICK FACTS *continued*

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



Facility	Cormorant Island Health Centre		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	49 School Road	Accredited	Yes
City	Alert Bay	Accreditation expiry date	Apr 2018
Postal code	V0N 1A0	Accreditation status	Accredited
Phone number	(250) 974-5585	Contact for complaints	Clinical Nurse Leader
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 974-5585 x 66323
Opened	2000	Current language(s) spoken by staff	English, Kwakwala
Councils	Combined Resident & Family	Visitor parking	Yes
Meetings held	Scheduled as needed	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	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		

* Allied Health includes physio, 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		

Cormorant Island Health Centre QUICK FACTS *continued*

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
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



Facility	Cottonwoods Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	2255 Ethel Street	Accredited	Yes
City	Kelowna	Accreditation expiry date	Dec 2019
Postal code	V1Y 2Z9	Accreditation status	Accredited
Phone number	(250) 862-4100	Contact for complaints	Patient Care Quality Office
Operator (name)	Interior Health	Phone number of complaint contact	1-877-442-2001
Opened	1979	Current language(s) spoken by staff	English, French, German, Spanish, Italian, Mandarin, Punjabi, Cantonese, Mandarin and/or Cantonese, Russian, Vietnamese, Thai, Korean, Japanese, Croatian
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking	Yes
Food prepared and cooked on site	Yes	Visitor parking cost	No
Funded nursing care hours per resident per day	3.10	Personal spending account (comfort fund)	Yes
Funded Allied Health hours per resident per day*	0.76		
Total 2014/15 funded direct care hours per resident per day	3.86		

* Allied Health includes physio, 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		

Cottonwoods Care Centre QUICK FACTS *continued*

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
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



Facility	Creekside Landing		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6190 Okanagan Landing Rd		
City	Vernon	Accredited	Yes
Postal code	V1H 1M3	Accreditation expiry date	Nov 2017
Phone number	(250) 549-9550		
Operator (name)	Creekside Landing Ltd. (Kaigo Retirement Communities Ltd.)	Accreditation status	Commendation
Opened	2008	Contact for complaints	Regional Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 545-2060 x 108
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Filipino, Romanian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.90	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.25	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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		

Creekside Landing QUICK FACTS *continued*

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



Facility	Crescent Gardens		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1222 King George Hwy		
City	Surrey	Accredited	Yes
Postal code	V4A 9W6	Accreditation expiry date	Apr 2016
Phone number	(604) 541-8861	Accreditation status	Commendation
Operator (name)	Chartwell Retirement Homes	Contact for complaints	Julia Glover
Opened	Info not available	Phone number of complaint contact	(604) 541-6712
Councils	Separate Resident & Family	Current language(s) spoken by staff	English
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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
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
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



Facility	Crest View Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	800 Cavell Street		
City	Creston	Accredited	Yes
Postal code	V0B 1G0	Accreditation expiry date	Oct 2018
Phone number	(250) 428-9986	Accreditation status	Accredited
Operator (name)	Golden Life Management Corp	Contact for complaints	Director of Care / Community Manager
Opened	2005	Phone number of complaint contact	(250) 428-9986 ext 203
Councils	Separate Resident & Family	Current language(s) spoken by staff	English
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Crest View Village QUICK FACTS *continued*

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



Facility	Cumberland Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2696 Windermere Ave		
City	Cumberland	Accredited	Yes
Postal code	V0R 1S0	Accreditation expiry date	Apr 2018
Phone number	(250) 331-8505	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	1975	Contact for complaints	Manager / Clinical Nurse Leader
Councils	Resident only	Phone number of complaint contact	(250) 331-8505 ext 68305 / (250) 331-8505 ext 68350
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	French, English, Finnish, Spanish, Filipino
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.82	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.13		

* Allied Health includes physio, 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		

Cumberland Lodge QUICK FACTS *continued*

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



Facility	Czorny Alzheimer Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	16850 66th Avenue	Accredited	Yes
City	Surrey	Accreditation expiry date	Oct 2018
Postal code	V3S 5M1	Accreditation status	Accredited
Phone number	(604) 575-6700	Contact for complaints	Manager / Resident Care Coordinator
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 575-6700
Opened	2007	Current language(s) spoken by staff	English, Filipino, Punjabi, Hindi, Cantonese, Mandarin, French
Councils	No Councils	Visitor parking	Yes
Meetings held	N/A	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	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		

* Allied Health includes physio, 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		

Czorny Alzheimer Centre QUICK FACTS *continued*

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
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>



Facility	Dania Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4175 Norland Avenue		
City	Burnaby	Accredited	Yes
Postal code	V5G 3Z6	Accreditation expiry date	Nov 2018
Phone number	(604) 299-2414	Accreditation status	Exemplary
Operator (name)	Dania Home Society		
Opened	2015	Contact for complaints	Director, Residential Care & Assisted Living
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 292-8130
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Punjabi, Hindi, Nepalese, Japanese, Mandarin and/or Cantonese, Filipino, African Languages
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.54	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.38	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.92		

* Allied Health includes physio, 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
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
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>



Facility	David Lloyd Jones		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	934 Bernard Ave		
City	Kelowna	Accredited	Yes
Postal code	V1Y 6P8	Accreditation expiry date	Oct 2018
Phone number	(250) 762-2706		
Operator (name)	Interior Health	Accreditation status	Accredited
Opened	1950	Contact for complaints	Residential Manager
Councils	Combined Resident & Family Councils	Phone number of complaint contact	(250) 862-4300 ext 2140
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.84	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.33		
Total 2014/15 funded direct care hours per resident per day	3.17	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



Facility	Delta View Life Enrichment		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	9341 Burns Drive	Accredited	Yes
City	Delta		
Postal code	V4K 3N3	Accreditation expiry date	Mar 2018
Phone number	(604) 501-6700	Accreditation status	Exemplary
Operator (name)	Delta View Life Enrichment Centre/ Devji Family Holdings		
Opened	Info not available	Contact for complaints	Director of Therapeutic Services
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 501-6712
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Punjabi, Cantonese, Filipino, Tagalog, Italian, Gujarati, Spanish, Hindi, German
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.99	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.40	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.39		

* Allied Health includes physio, 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		

Delta View Life Enrichment QUICK FACTS *continued*

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
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



Facility	Deni House		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	517 6th Ave N.	Accredited	Yes
City	Williams Lake		
Postal code	V2G 2G8	Accreditation expiry date	Info not available
Phone number	(250) 302-3208	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	2011	Contact for complaints	Patient Care Quality Office
Councils	Resident only but family can attend	Phone number of complaint contact	1-877-442-2001
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, Chilcotin
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.05	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.76	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.81		

* Allied Health includes physio, 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



Facility	Dogwood Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	500 West 57th Avenue		
City	Vancouver	Accredited	Yes
Postal code	V6P 6E8	Accreditation expiry date	Sep 2016
Phone number	(604) 324-6882	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health		
Opened	1974	Contact for complaints	Manager, Residential Care/Service
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 324-6882 ext 235
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Cantonese, Mandarin, Punjabi, Tagalog, Japanese, Spanish, Korean
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.62	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.10		
Total 2014/15 funded direct care hours per resident per day	2.72	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		

Dogwood Lodge QUICK FACTS *continued*

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/>



Facility		Dr. Andrew Pavilion – Summerland Health Centre	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	12815 Atkinson Rd.	Accredited	Yes
City	Summerland	Accreditation expiry date	2012
Postal code	V0H 1Z0	Accreditation status	Excellence
Phone number	(250) 404-8020	Contact for complaints	Nurse Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 404-8020
Opened	1984	Current language(s) spoken by staff	English, German, Hungarian, Mandarin and/or Cantonese, Punjabi, Yugoslavian
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	2.79		
Funded Allied Health hours per resident per day*	0.36		
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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		

Dr. Andrew Pavilion – Summerland Health Centre QUICK FACTS *continued*

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)



Facility	Dr. F. W. Green Memorial Home		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1700 4th Street St. South		
City	Cranbrook	Accredited	Yes
Postal code	V1C 6E1	Accreditation expiry date	Oct 2019
Phone number	(250) 426-3710		
Operator (name)	Interior Health	Accreditation status	Accredited
Opened	1979	Contact for complaints	Residential Manager
Councils	Family only		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 420-2468
Food services provided by:	Info not available	Current language(s) spoken by staff	Italian, English, Filipino, French, Thai, Mandarin
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.03	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.54		
Total 2014/15 funded direct care hours per resident per day	3.57	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		

Dr. F. W. Green Memorial Home QUICK FACTS *continued*

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



Facility		Dufferin	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	1131 Dufferin St		
City	Coquitlam	Accredited	Info not available
Postal code	V3B 7X5	Accreditation expiry date	Info not available
Phone number	(604) 552-1166	Accreditation status	Info not available
Operator (name)	Retirement Concepts		
Opened	Info not available	Contact for complaints	Info not available
Councils	Info not available	Phone number of complaint contact	Info not available
Meetings held	Info not available		
Food services provided by:	Info not available	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Info not available	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.46	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.24	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	2.70		

* Allied Health includes physio, 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
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



Facility	Dufferin Place		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1200 Dufferin Cres.		
City	Nanaimo	Accredited	Yes
Postal code	V9S 2B7	Accreditation expiry date	2017
Phone number	(250) 755-7632	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	1978	Contact for complaints	Manager / Clinical Nurse Leader
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 755-7654 / (250) 755-7632 x55992
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Tagalog, French, Dutch, Cantonese, Russian, Arabic
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	2.93	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.48	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.41		

* Allied Health includes physio, 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
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



Facility	Dunrovin Park Lodge		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	900 St Laurent Avenue		
City	Quesnel	Accredited	Yes
Postal code	V2J 3S3	Accreditation expiry date	Jun 2018
Phone number	(250) 985-5800	Accreditation status	Accredited
Operator (name)	Northern Health		
Opened	2010	Contact for complaints	Residential Care Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 985-5624
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Filipino, French, First Nations, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.22	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.22		

* Allied Health includes physio, 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		

Dunrovin Park Lodge QUICK FACTS *continued*

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



Facility	Eagle Park Health Care Facility		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	777 Jones St		
City	Qualicum Beach	Accredited	Yes
Postal code	V9K 2L1	Accreditation expiry date	2018
Phone number	(250) 947-8220	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	1994	Contact for complaints	Clinical Nurse Leader
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 947-8220x39105
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.82	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.14		

* Allied Health includes physio, 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		

Eagle Park Health Care Facility QUICK FACTS *continued*

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
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



Facility	Eagle Ridge Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	9120 Granville St.		
City	Port Hardy	Accredited	Yes
Postal code	V0N 2P0	Accreditation expiry date	Apr 2018
Phone number	(250) 902-6043	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	2000	Contact for complaints	Nurse Leader
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 902-6044
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.19	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.34	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.53		

* Allied Health includes physio, 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		

Eagle Ridge Manor QUICK FACTS *continued*

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
Number of complaints		0	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



Facility	Eagle Ridge Manor (ECU)		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	475 Guildford Way	Accredited	Yes
City	Port Moody		
Postal code	V3H 3W9	Accreditation expiry date	Oct 2018
Phone number	(604) 469-3211	Accreditation status	Accredited
Operator (name)	Fraser Health		
Opened	Info not available	Contact for complaints	Clinical Service Manager
Councils	Combined Resident & Family Councils	Phone number of complaint contact	(604) 469-3213
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Mandarin and/or Cantonese, French, Punjabi, Cantonese
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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		

Eagle Ridge Manor (ECU) QUICK FACTS *continued*

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>



Facility	Echo Village		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	4200 10th Avenue		
City	Port Alberni	Accredited	No
Postal code	V9Y 4X3	Accreditation expiry date	N/A
Phone number	(250) 724-1090		
Operator (name)	Alberni-Clayoquot Continuing Care Society	Accreditation status	N/A
Opened	1991	Contact for complaints	Director of Care / Executive Director
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 724-6541x249 / (250) 724-6541x232
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.29		

* Allied Health includes physio, 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
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



Facility	Eden Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9100 Charles Street		
City	Chilliwack	Accredited	No
Postal code	V2P 5K6	Accreditation expiry date	N/A
Phone number	(604) 792-8166	Accreditation status	N/A
Operator (name)	Fraser Valley Care Centre Management Ltd.	Contact for complaints	Director of Care
Opened	1973	Phone number of complaint contact	(604) 792-8166
Councils	Separate & Combined Resident & Family Councils	Current language(s) spoken by staff	English, French, German, Czech, Punjabi, Tagalog, Dutch, Cantonese, Mandarin, Yoruba, Hungarian, First Nations
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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



Facility	Elim, The Harrison		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8987 160 St.	Accredited	Yes
City	Surrey		
Postal code	V4N 2X8	Accreditation expiry date	Info not available
Phone number	(604) 587-8999	Accreditation status	Info not available
Operator (name)	Elim Housing Society		
Opened	2009	Contact for complaints	Info not available
Councils	Separate Resident & Family	Phone number of complaint contact	Info not available
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.81	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.21	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.01		

* Allied Health includes physio, 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>



Facility	Evergreen Baptist Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1550 Oxford St		
City	White Rock	Accredited	Yes
Postal code	V4B 3R5	Accreditation expiry date	Dec 2017
Phone number	(604) 536-3344		
Operator (name)	Evergreen Heights Baptist Housing Society	Accreditation status	Exemplary
Opened	Info not available	Contact for complaints	Executive Director of Care
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 541-3838
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Tagalog, Punjabi, Japanese, Arabic, Spanish, Mandarin, Hindi, Cantonese, Mandarin, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.57	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.27		
Total 2014/15 funded direct care hours per resident per day	2.84	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		

Evergreen Baptist Home QUICK FACTS *continued*

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>



Facility		Evergreen House EC (Lions Gate Hospital)	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	231 East 15th Street		
City	North Vancouver	Accredited	Yes
Postal code	V7L 2L7	Accreditation expiry date	Info not available
Phone number	(604) 988-3131		
Operator (name)	Vancouver Coastal Health	Accreditation status	Info not available
Opened	1980	Contact for complaints	Info not available
Councils	Separate Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	Info not available
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	No	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.97	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.29	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.26		

* Allied Health includes physio, 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		

Evergreen House EC (Lions Gate Hospital) QUICK FACTS *continued*

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
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/



Facility	Evergreen Seniors Home		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	635 Evergreen Rd		
City	Campbell River	Accredited	Yes
Postal code	V9W 3R7	Accreditation expiry date	Mar 2017
Phone number	(250) 286-7274	Accreditation status	Primer Award
Operator (name)	Evergreen Seniors Home Inc.	Contact for complaints	CEO / Administrator
Opened	2005	Phone number of complaint contact	(250) 286-7274 ext 103
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, French, German
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Evergreen Seniors Home QUICK FACTS *continued*

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



Facility	Fellburn Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	6050 E. Hastings St.	Accredited	Yes
City	Burnaby	Accreditation expiry date	Oct 2018
Postal code	V5B 1R6	Accreditation status	Accredited
Phone number	(604) 412-6510	Contact for complaints	Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 412-6504
Opened	Info not available	Current language(s) spoken by staff	Iranian, Bulgarian, Cambodian, Norwegian, Fijian, Polish, Hungarian, Italian, English, Hindi, Filipino, Tagalog, Punjabi, Cantonese, Vietnamese, Mandarin Spanish, Korean
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Visitor parking	Yes
Food prepared and cooked on site	No	Visitor parking cost	No
Funded nursing care hours per resident per day	3.00	Personal spending account (comfort fund)	Yes
Funded Allied Health hours per resident per day*	0.36		
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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		

Fellburn Care Centre QUICK FACTS *continued*

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
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>



Facility	Finnish Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2288 Harrison Drive		
City	Vancouver	Accredited	No
Postal code	V5P 2P6	Accreditation expiry date	N/A
Phone number	(604) 325-8241	Accreditation status	N/A
Operator (name)	Finnish Canadian Rest Home Association		
Opened	1979	Contact for complaints	Director of Care / Administrator
Councils	Combined Resident & Family	Phone number of complaint contact	(604) 325-8241
Meetings held	Regular Schedule	Current language(s) spoken by staff	Finnish, English, Bosnian, Tagalog, Mandarin, Polish, Italian, Punjabi, Japanese, Taiwanese, Farsi, Dutch, Swedish
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	2.63	Visitor parking	No
Funded Allied Health hours per resident per day*	0.20	Visitor parking cost	Info not available
Total 2014/15 funded direct care hours per resident per day	2.83	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/



Facility	Finnish Manor		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3460 Kalyk Avenue		
City	Burnaby	Accredited	No
Postal code	V5G 3B2	Accreditation expiry date	N/A
Phone number	(604) 434-2666	Accreditation status	N/A
Operator (name)	Finnish Canadian Resthome Association	Contact for complaints	Administrator / Director of Care
Opened	Info not available		
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 434-2666
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Finnish, Gujarati, Punjabi, Mandarin, Cantonese, Polish, Korean, Russian, Slovakian, Hungarian, Hindi, Japanese, Swedish, Fijian, Tagalog
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.45	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.34	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.79		

* Allied Health includes physio, 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



Facility	Fir Park Village		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4411 Wallace Street		
City	Port Alberni	Accredited	No
Postal code	V9Y 7Y5	Accreditation expiry date	N/A
Phone number	(250) 724-6541		
Operator (name)	Alberni-Clayoquot Continuing Care Society	Accreditation status	N/A
Opened	1991	Contact for complaints	Executive Director / Manager
Councils	Resident only	Phone number of complaint contact	(250) 724-6541 ext 232 / (250) 724-6541 ext 249
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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		

Fir Park Village QUICK FACTS *continued*

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



Facility	Fischer Place/Mill Site Lodge		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	555 Cedar Ave. South		
City	100 Mile House	Accredited	Yes
Postal code	V0K 2E0	Accreditation expiry date	2018
Phone number	(250) 395-7696	Accreditation status	Accredited
Operator (name)	Interior Health	Contact for complaints	Resident Care Coordinator
Opened	1987	Phone number of complaint contact	250-395-7628
Councils	Resident only	Current language(s) spoken by staff	Info not available
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Primarily	Personal spending account (comfort fund)	Yes
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		

* Allied Health includes physio, 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		

Fischer Place/Mill Site Lodge QUICK FACTS *continued*

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



Facility	Fleetwood Place		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	16011 83rd Ave		
City	Surrey	Accredited	Yes
Postal code	V3S 8M2	Accreditation expiry date	2017
Phone number	(604) 590-6860	Accreditation status	Exemplary
Operator (name)	Ahmon Group		
Opened	Info not available	Contact for complaints	VP-Management / Director of Care
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 590-6860 ext 1109 / (604) 590-6860 ext 1108
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, Tagalog, Korean
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.47	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.32		
Total 2014/15 funded direct care hours per resident per day	2.79	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		

Fleetwood Place QUICK FACTS *continued*

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>



Facility	Forestview		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	640 Park Dr.		
City	Clearwater	Accredited	Yes
Postal code	V0E 1N1	Accreditation expiry date	Info not available
Phone number	(250) 674-2244	Accreditation status	Info not available
Operator (name)	Interior Health		
Opened	2002	Contact for complaints	Residential Care Coordinator
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 674-4100
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Hindi
Food prepared and cooked on site	Primarily	Visitor parking	Yes
Funded nursing care hours per resident per day	2.96	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.41	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.37		

* Allied Health includes physio, 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
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



Facility	Fort Nelson Multi Level Unit		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	5315 Liard St Box 60		
City	Fort Nelson	Accredited	Yes
Postal code	V0C 1R0	Accreditation expiry date	2018
Phone number	(250) 774-8100	Accreditation status	Accredited
Operator (name)	Northern Health		
Opened	1963	Contact for complaints	Nurse Manager
Councils	No Councils	Phone number of complaint contact	(250) 774-8100
Meetings held	N/A		
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.33	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	2.33		

* Allied Health includes physio, 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		

Fort Nelson Multi Level Unit QUICK FACTS *continued*

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
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



Facility	Fraser Hope Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	1275-7th Avenue Rr2	Accredited	Yes
City	Hope	Accreditation expiry date	Oct 2018
Postal code	V0X 1L0	Accreditation status	Accredited
Phone number	(604) 860-7706	Contact for complaints	Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 860-7735
Opened	1991	Current language(s) spoken by staff	English, French, Spanish, Tagalog, Cantonese, Mandarin, German, Croatian, Finnish, Greek
Councils	Separate Resident & Family	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	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		

* Allied Health includes physio, 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
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



Facility		Fraserview Retirement Community	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9580 Williams Road		
City	Richmond	Accredited	Yes
Postal code	V7A 1H2	Accreditation expiry date	Nov 2018
Phone number	(604) 274-3510	Accreditation status	Exemplary
Operator (name)	Kevin Svoboda	Contact for complaints	Director of Care
Opened	1992	Phone number of complaint contact	(604) 274-3510
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, German, Ukrainian, Polish, Punjabi, Tagalog, Mandarin, Cantonese
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Outside Contractor	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Fraserview Retirement Community QUICK FACTS *continued*

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/>



Facility	Gateway Lodge Complex Care		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1488 20th Ave.	Accredited	Yes
City	Prince George	Accreditation expiry date	2018
Postal code	V2L 0A5	Accreditation status	Accredited
Phone number	(250) 645-6100	Contact for complaints	Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 565-5566
Opened	2010	Current language(s) spoken by staff	French, Swahili, Kirundi, Chewa, Ukrainian, Hindi, German, Filipino, Malayan
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	2.90		
Funded Allied Health hours per resident per day*	0.00		
Total 2014/15 funded direct care hours per resident per day	2.90		

* Allied Health includes physio, 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		

Gateway Lodge Complex Care QUICK FACTS *continued*

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



Facility	George Derby Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7550 Cumberland St	Accredited	Yes
City	Burnaby	Accreditation expiry date	Nov 2019
Postal code	V3N 3X5	Accreditation status	Accredited
Phone number	(604) 521-2676	Contact for complaints	Director of Care
Operator (name)	George Derby Care Society	Phone number of complaint contact	(604) 521-2676
Opened	Info not available	Current language(s) spoken by staff	English, Punjabi, Hindi, Cantonese, Mandarin, Italian, Polish, Farsi, Croatian, French, Tagalog, Spanish, Portuguese
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	2.65		
Funded Allied Health hours per resident per day*	0.15		
Total 2014/15 funded direct care hours per resident per day	2.79		

* Allied Health includes physio, 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		

George Derby Centre QUICK FACTS *continued*

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
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
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>



Facility	George Pearson		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	700 West 57th Ave.	Accredited	Yes
City	Vancouver	Accreditation expiry date	2016
Postal code	V6P 1S1	Accreditation status	Accredited
Phone number	(604) 321-3231	Contact for complaints	Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 322-8308
Opened	1980	Current language(s) spoken by staff	English, Spanish, Mandarin, Cantonese, Hindi, Tagalog, French, Punjabi
Councils	Resident only	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	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		

* Allied Health includes physio, 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
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/>



Facility	German Canadian Care Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2010 Harrison Drive	Accredited	Yes
City	Vancouver	Accreditation expiry date	Nov 2016
Postal code	V5P 2P6	Accreditation status	Exemplary
Phone number	(604) 713-6500	Contact for complaints	CEO
Operator (name)	German Canadian Homes Society	Phone number of complaint contact	(604) 713-6503
Opened	1979	Current language(s) spoken by staff	English, German, Polish, Hungarian, Mandarin, Cantonese, Tagalog, Farsi, Romanian, Bulgarian, Japanese, Russian, Punjabi
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	2.53		
Funded Allied Health hours per resident per day*	0.27		
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	2	Private rooms	76
Short-term beds	0	Semi-private rooms	29
Long-term beds	132	Multi-person rooms	0
Total beds	134		

German Canadian Care Home QUICK FACTS *continued*

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/>



Facility	Gillis House		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	1699 Tutill Court		
City	Merritt	Accredited	Info not available
Postal code	V1K 1B8	Accreditation expiry date	Info not available
Phone number	(250) 378-3271		
Operator (name)	Interior Health	Accreditation status	Info not available
Opened	1981	Contact for complaints	Terri Stockwell
Councils	Separate Resident & Family Councils		
Meetings held	Info not available	Phone number of complaint contact	(250) 378-3252
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	2.98	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.46	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.44		

* Allied Health includes physio, 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



Facility	Glacier View Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2450 Back Road		
City	Courtenay	Accredited	Yes
Postal code	V9N 8B5	Accreditation expiry date	Jun 2018
Phone number	(250) 339-1409		
Operator (name)	Glacier View Lodge Society	Accreditation status	Exemplary
Opened	1991	Contact for complaints	Executive Director
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 338-1421 ext 225
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Tagalog, Farsi, Spanish, German
Food prepared and cooked on site	Primarily	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available		
Total 2014/15 funded direct care hours per resident per day	3.11	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		

Glacier View Lodge QUICK FACTS *continued*

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



Facility	Glengarry Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1780 Fairfield Rd.	Accredited	Yes
City	Victoria	Accreditation expiry date	Apr 2018
Postal code	V8S 1G7	Accreditation status	Accredited
Phone number	(250) 370-5736	Contact for complaints	Shelley Gurvey
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 370-5736
Opened	1965	Current language(s) spoken by staff	English, German, Farsi, French, Tagalog, Punjabi, Spanish, Mandarin, Korean
Councils	Family only	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	Yes
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	2.93		
Funded Allied Health hours per resident per day*	0.29		
Total 2014/15 funded direct care hours per resident per day	3.22		

* Allied Health includes physio, 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		

Glengarry Hospital QUICK FACTS *continued*

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
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



Facility	Glenwarren Private Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1230 Balmoral Rd		
City	Victoria	Accredited	Yes
Postal code	V8T 1B3	Accreditation expiry date	Sep 2017
Phone number	(250) 383-2323	Accreditation status	Commendation
Operator (name)	Revera Long Term Care Inc.		
Opened	1967	Contact for complaints	Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 383-2323 ext 225
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Afrikaans, Punjabi, Burmese, Tagalog, Polish, Portuguese, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

Glenwarren Private Hospital QUICK FACTS *continued*

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
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



Facility		Glenwood Care Centre	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1458 Glenwood Dr		
City	Agassiz	Accredited	Yes
Postal code	V0M 1A0	Accreditation expiry date	Jun 2019
Phone number	(604) 796-9202	Accreditation status	Accredited
Operator (name)	Leyen Holdings Ltd		
Opened	Info not available	Contact for complaints	Team Leader / Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 796-9202
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Dutch, Punjabi, Hindi, Tagalog, Japanese
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.60	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.30	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.91		

* Allied Health includes physio, 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		

Glenwood Care Centre QUICK FACTS *continued*

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
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
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>



Facility	Good Samaritan Wexford Creek		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	80 10th Street		
City	Nanaimo	Accredited	Yes
Postal code	V9R 0A8	Accreditation expiry date	Oct 2019
Phone number	(250) 753-4044		
Operator (name)	Good Samaritan Canada	Accreditation status	Commendation
Opened	2008		
Councils	Combined Resident & Family Councils	Contact for complaints	Site Manager
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 739-5200
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Filipino, Croatian, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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		

Good Samaritan Wexford Creek QUICK FACTS *continued*

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



Facility	Gorge Road Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	63 Gorge Road East	Accredited	Yes
City	Victoria		
Postal code	V9A 1L2	Accreditation expiry date	Apr 2018
Phone number	Arbutus View: (250) 519-3510 / Water View: (250) 519-3514	Accreditation status	Accredited
Operator (name)	Vancouver Island Health	Contact for complaints	Manager
Opened	1953		
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 519-3501
Meetings held	Regular Schedule	Current language(s) spoken by staff	Filipino, French, English, Mandarin
Food services provided by:	Outside Contractor		
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*	0.32	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	3.18		

* Allied Health includes physio, 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		

Gorge Road Hospital QUICK FACTS *continued*

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
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



Facility	Greenwoods Eldercare Society		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	133 Blain Road		
City	Salt Spring Island	Accredited	Info not available
Postal code	V8K 1Z9	Accreditation expiry date	Info not available
Phone number	(250) 537-5561	Accreditation status	In progress
Operator (name)	Greenwoods Eldercare Society		
Opened	1979	Contact for complaints	Executive Director
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 537-5561 ext 222
Meetings held	Info not available		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	Free
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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		

Greenwoods Eldercare Society QUICK FACTS *continued*

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>



Facility	Guildford Seniors		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	14568 104a Ave.		
City	Surrey	Accredited	Yes
Postal code	V3R 1R3	Accreditation expiry date	2018
Phone number	(604) 582-0808	Accreditation status	Accredited
Operator (name)	Retirement Concepts		
Opened	Info not available	Contact for complaints	General Manager and Director of Care
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 582-0808
Food services provided by:	Operator	Current language(s) spoken by staff	Hindi, Punjabi, English, Korean, Spanish, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.53	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.18		
Total 2014/15 funded direct care hours per resident per day	2.71	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>



Facility	Hardy View Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7649 22nd St.		
City	Grand Forks	Accredited	Yes
Postal code	V0H 1H0	Accreditation expiry date	Oct 2018
Phone number	(250) 443-2100	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1982	Contact for complaints	Resident Care Coordinator / Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 443-2128
Food services provided by:	Operator	Current language(s) spoken by staff	Russian, French, English, Filipino, Punjabi
Food prepared and cooked on site	Primarily	Visitor parking	Yes
Funded nursing care hours per resident per day	2.92	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.36		
Total 2014/15 funded direct care hours per resident per day	3.28	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		

Hardy View Lodge QUICK FACTS *continued*

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



Facility	Harmony Court Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7195 Canada Way	Accredited	Yes
City	Burnaby	Accreditation expiry date	2017
Postal code	V5E 3R7	Accreditation status	Exemplary
Phone number	(604) 527-3300	Contact for complaints	General Manager / Director of Care
Operator (name)	Age Care Investment Ltd.	Phone number of complaint contact	(604) 527-3300
Opened	1976	Current language(s) spoken by staff	English, French, Thai, Greek, Cantonese, Persian, Mandarin, Hindi, Spanish, Italian, Vietnamese, Hungarian, Tagalog, Punjabi, Farsi, Patwah
Councils	Family Only		
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Visitor parking	Yes
Food prepared and cooked on site	Yes	Visitor parking cost	No
Funded nursing care hours per resident per day	2.32	Personal spending account (comfort fund)	Yes
Funded Allied Health hours per resident per day *	0.29		
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	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		

Harmony Court Care Centre QUICK FACTS *continued*

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>



Facility	Haro Park Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1233 Haro Street		
City	Vancouver	Accredited	Yes
Postal code	V6E 3Y5	Accreditation expiry date	Feb 2019
Phone number	(604) 687-5584		
Operator (name)	Haro Park Centre Society	Accreditation status	Commendation
Opened	1980	Contact for complaints	Executive Director
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 687-5584 ext 224
Food services provided by:	Operator	Current language(s) spoken by staff	English and other European & Asian languages
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.45	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.17		
Total 2014/15 funded direct care hours per resident per day	2.62	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		

Haro Park Centre QUICK FACTS *continued*

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/>



Facility	Haven Hill		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	415 Haven Hill Road		
City	Penticton	Accredited	Yes
Postal code	V2A 4E9	Accreditation expiry date	Info not available
Phone number	(250) 492-2600	Accreditation status	Info not available
Operator (name)	A.C.M.C.J. Holdings Ltd	Contact for complaints	Info not available
Opened	1992	Phone number of complaint contact	Info not available
Councils	Separate Resident & Family	Current language(s) spoken by staff	Info not available
Meetings held	Regular Schedule	Visitor parking	Info not available
Food services provided by:	Operator	Visitor parking cost	Info not available
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Info not available
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		

* Allied Health includes physio, 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
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
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



Facility	Hawthorne Seniors Care Community		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	2111 Hawthorne Ave	Accredited	Yes
City	Port Coquitlam	Accreditation expiry date	Nov 2018
Postal code	V3C 1W3	Accreditation status	Accredited
Phone number	(604) 941-4051	Contact for complaints	Director, Resident Services
Operator (name)	Port Coquitlam Senior Citizens' Housing Society	Phone number of complaint contact	(604) 468-5023
Opened	Info not available	Current language(s) spoken by staff	English, Punjabi, Tagalog, Mandarin, Cantonese, Korean, Russian, Urdu, Romanian, Polish, French, Farsi, Arabic, German
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	2.83		
Funded Allied Health hours per resident per day*	0.32		
Total 2014/15 funded direct care hours per resident per day	3.16		

* Allied Health includes physio, 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		

Hawthorne Seniors Care Community QUICK FACTS *continued*

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
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>



Facility	Henry Durand Manor		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	803 9th St South		
City	Golden	Accredited	Yes
Postal code	V0A 1H0	Accreditation expiry date	Info not available
Phone number	(250) 344-3042	Accreditation status	Info not available
Operator (name)	Interior Health		
Opened	1980	Contact for complaints	Residential Care Co-ordinator
Councils	Combined Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 344-3006
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.84	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.33		
Total 2014/15 funded direct care hours per resident per day	3.17	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		

Henry Durand Manor QUICK FACTS *continued*

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



Facility	Heritage Square		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3904 27th St.		
City	Vernon	Accredited	Yes
Postal code	V1T 4X7	Accreditation expiry date	Nov 2017
Phone number	(250) 545-2060		
Operator (name)	Kaigo Retirement Communities Ltd.	Accreditation status	Commendation
Opened	2004	Contact for complaints	Regional Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 545-2060 ext 108
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Filipino, Russian, Japanese, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

Heritage Square QUICK FACTS *continued*

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



Facility	Heritage Village		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	7525 Topaz Dr	Accredited	Yes
City	Chilliwack		
Postal code	V2R 3C9	Accreditation expiry date	Oct 2018
Phone number	(604) 858-1833	Accreditation status	Accredited
Operator (name)	Fraser Health		
Opened	1993	Contact for complaints	Resident Care Coordinator / Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 858-1833
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	Ukrainian, Polish, Dutch, German, French, English, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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		

Heritage Village QUICK FACTS *continued*

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
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>



Facility	Heron Grove		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4904 - 20th Street		
City	Vernon	Accredited	Yes
Postal code	V1T 9W3	Accreditation expiry date	Oct 2019
Phone number	(250) 542-6101	Accreditation status	Commendation
Operator (name)	The Good Samaritan Society	Contact for complaints	Site Manager
Opened	2007	Phone number of complaint contact	(250) 542-6101 ext 32222
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, Punjabi, Croatian, German, Filipino
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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
Disease outbreak or occurrence		0	Medication error with adverse event
Abuse/neglect		2	Missing or wandering person
Fall with injury/Adverse event		9	Other injury
Food or other poisoning		0	Aggression between persons in care
Complaints	2014-15	Quantity	Complaints
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



Facility	Hillside Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2891 15 Ave NE	Accredited	Yes
City	Salmon Arm		
Postal code	V1E 2B8	Accreditation expiry date	Oct 2019
Phone number	(250) 833-5877	Accreditation status	Commendation
Operator (name)	The Good Samaritan Society		
Opened	2005	Contact for complaints	Site Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 833-5877
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	French, Russian, German, Ukrainian, Filipino, Polish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.17	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.17		

* Allied Health includes physio, 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
Disease outbreak or occurrence		2	Medication error with adverse event
Abuse/neglect		2	Missing or wandering person
Fall with injury/Adverse event		25	Other injury
Food or other poisoning		0	Aggression between persons in care
Complaints	2014-15	Quantity	Complaints
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/



Facility	Hilltop House		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	38146 Behrner Drive	Accredited	Yes
City	Squamish	Accreditation expiry date	Sep 2016
Postal code	V0N 3G0	Accreditation status	Accredited
Phone number	(604) 892-9337	Contact for complaints	Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 892-9020
Opened	1984	Current language(s) spoken by staff	English, French, Dutch, Russian, Portuguese, Squamish Nation, Punjabi, Tagalog, Kenyan, Japanese, Hungarian, Iranian, Spanish, German, Arabic, Danish
Councils	Separate Resident & Family		
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking	Yes
Food prepared and cooked on site	Yes	Visitor parking cost	No
Funded nursing care hours per resident per day	2.88	Personal spending account (comfort fund)	Yes
Funded Allied Health hours per resident per day*	0.16		
Total 2014/15 funded direct care hours per resident per day	3.04		

* Allied Health includes physio, 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/



Facility	Hilton Villa		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	13525 Hilton Rd		
City	Surrey	Accredited	Yes
Postal code	V3R 5J3	Accreditation expiry date	May 2018
Phone number	(604) 588-3424	Accreditation status	Commendation
Operator (name)	Park Place Seniors Living Inc.	Contact for complaints	Site Leader
Opened	Info not available	Phone number of complaint contact	(604) 588-3424 ext 109
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, Tagalog, Punjabi, Hindi
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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
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
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



Facility	Holy Family Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	7801 Argyle St.	Accredited	Yes
City	Vancouver	Accreditation expiry date	Nov 2017
Postal code	V5P 3L6	Accreditation status	Exemplary
Phone number	(604) 321-2661	Contact for complaints	Operations Leader
Operator (name)	Providence Health Care Society	Phone number of complaint contact	(604) 322-2650
Opened	1980	Current language(s) spoken by staff	English, Punjabi, Hindi, Cantonese, Italian, Mandarin, Czech, Polish, Tagalog, French, Greek, Spanish, Dutch, German, Croatian
Councils	Combined Resident & Family Councils	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	2.94		
Funded Allied Health hours per resident per day*	0.28		
Total 2014/15 funded direct care hours per resident per day	3.22		

* Allied Health includes physio, 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		

Holy Family Hospital QUICK FACTS *continued*

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
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/>



Facility	Holyrood Manor		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	22710 Holyrood Ave	Accredited	Yes
City	Maple Ridge	Accreditation expiry date	2017
Postal code	V2X 3E6	Accreditation status	Commendation
Phone number	(604) 467-8831	Contact for complaints	Executive Director
Operator (name)	Revera Long Term Care	Phone number of complaint contact	(604) 467-8831 ext. 222
Opened	Info not available	Current language(s) spoken by staff	Info not available
Councils	Family 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	2.85		
Funded Allied Health hours per resident per day*	0.28		
Total 2014/15 funded direct care hours per resident per day	3.13		

* Allied Health includes physio, 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		

Holyrood Manor QUICK FACTS *continued*

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
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>



Facility	Houston Health Centre		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3202 - 14 St		
City	Houston	Accredited	Yes
Postal code	V0J 1Z0	Accreditation expiry date	Jun 2018
Phone number	(250) 845-2294	Accreditation status	Accredited
Operator (name)	Northern Health	Contact for complaints	Site Coordinator
Opened	2010	Phone number of complaint contact	(250) 845-5950
Councils	No Councils	Current language(s) spoken by staff	English, Punjabi
Meetings held	Info not available	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	No	Personal spending account (comfort fund)	Yes
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		

* Allied Health includes physio, 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		

Houston Health Centre QUICK FACTS *continued*

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



Facility	Inglewood Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	725 Inglewood Avenue		
City	West Vancouver	Accredited	Yes
Postal code	V7T 1X5	Accreditation expiry date	Apr 2018
Phone number	(604) 922-9394		
Operator (name)	Unicare	Accreditation status	Accredited
Opened	1963	Contact for complaints	Administrator
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 913-4703
Food services provided by:	Operator	Current language(s) spoken by staff	English, Tagalog, Ilocano, Farsi, Cantonese
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.56	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.20		
Total 2014/15 funded direct care hours per resident per day	2.76	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		

Inglewood Care Centre QUICK FACTS *continued*

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>



Facility		Jackman Manor	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	27477 28 Ave	Accredited	No
City	Aldergrove		
Postal code	V4W 2L9	Accreditation expiry date	N/A
Phone number	(604) 856-4161	Accreditation status	N/A
Operator (name)	Aldergrove Lions Seniors Housing Society		
Opened	Info not available	Contact for complaints	Director of Care / Executive Director
Councils	Info not available	Phone number of complaint contact	(604) 656-4161 ext 224
Meetings held	Info not available		
Food services provided by:	Info not available	Current language(s) spoken by staff	English, Tagalog, Punjabi, German, Spanish
Food prepared and cooked on site	Info not available	Visitor parking	Yes
Funded nursing care hours per resident per day	2.60	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.20	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.81		

* Allied Health includes physio, 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



Facility	Jackson House Long Term Care		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	700 Elm St. Box 488		
City	Ashcroft	Accredited	Yes
Postal code	V0K 1A0	Accreditation expiry date	Oct 2019
Phone number	(250) 453-2211	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1979	Contact for complaints	Resident Care Coordinator
Councils	Combined Resident & Family Councils	Phone number of complaint contact	(250) 453-1902
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	French, English, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.97	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.41	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.38		

* Allied Health includes physio, 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		

Jackson House Long Term Care QUICK FACTS *continued*

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
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=



Facility	James Bay Care Centre		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	336 Simcoe St.	Accredited	Yes
City	Victoria		
Postal code	V8V 1L2	Accreditation expiry date	Sep 2017
Phone number	(250) 388-6457	Accreditation status	Commendation
Operator (name)	Revera Long Term Care Inc.		
Opened	1971	Contact for complaints	Executive Director
Councils	Resident only	Phone number of complaint contact	(250) 388-6457 ext 238
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Tagalog, German, Cantonese, Korean
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

James Bay Care Centre QUICK FACTS *continued*

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



Facility	Joseph Creek Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1901 Willowbrook Dr		
City	Cranbrook	Accredited	Yes
Postal code	V1C 6S4	Accreditation expiry date	Oct 2018
Phone number	(250) 489-0060	Accreditation status	Accredited
Operator (name)	Golden Life Management Corp	Contact for complaints	Community Manager
Opened	2003	Phone number of complaint contact	(250) 489-0060 ext 203
Councils	Separate Resident & Family	Current language(s) spoken by staff	English
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Joseph Creek Village QUICK FACTS *continued*

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



Facility	Jubilee Lodge		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	1475 15th Ave	Accredited	Yes
City	Prince George	Accreditation expiry date	Jun 2018
Postal code	V2M 1S2	Accreditation status	Accredited
Phone number	(250) 565-2287	Contact for complaints	Resident Care Coordinator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 565-2287
Opened	1979	Current language(s) spoken by staff	English, French, Filipino, Arabic
Councils	Separate Resident & Family	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	Yes
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
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		

* Allied Health includes physio, 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
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



Facility	Kamloops Seniors Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1220 Hugh Allan Dr.		
City	Kamloops	Accredited	Yes
Postal code	V2B 7E7	Accreditation expiry date	Feb 2018
Phone number	(250) 571-1800		
Operator (name)	Retirement Concepts Seniors Services Ltd.	Accreditation status	Accredited
Opened	2004	Contact for complaints	General Manager
Councils	Separate Resident & Family Councils	Phone number of complaint contact	(250) 571-1811
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Japanese, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.81	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.32	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.13		

* Allied Health includes physio, 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		

Kamloops Seniors Village QUICK FACTS *continued*

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



Facility	Kimberley Special Care Home		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	386 2nd Ave	Accredited	Yes
City	Kimberley		
Postal code	V1A 2Z8	Accreditation expiry date	Oct 2019
Phone number	(250) 427-4807	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1979	Contact for complaints	Assistant Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 427-4807
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Italian, English, French, Mandarin, Czech, German
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.35	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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		

Kimberley Special Care Home QUICK FACTS *continued*

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



Facility	Kinsmen Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9650 137A Street	Accredited	Yes
City	Surrey		
Postal code	V3T 4H9	Accreditation expiry date	Sep 2017
Phone number	(604) 588-0445	Accreditation status	Exemplary
Operator (name)	Whalley & District Senior Citizens Housing Society	Contact for complaints	CEO
Opened	2012	Phone number of complaint contact	(604) 580-8010
Councils	Combined Resident & Family Councils	Current language(s) spoken by staff	English, French, Tagalog, Punjabi, Mandarin, Cantonese, Hindi, Urdo, Taiwanese, Korean, German, Romanian, Italian, Spanish, Polish, Slovakian, Finnish
Meetings held	Regular Schedule		
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.58	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.22	Personal spending account (comfort fund)	Yes
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	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



Facility	KinVillage West Court		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	5410 10th Ave.		
City	Delta	Accredited	Yes
Postal code	V3M 3X8	Accreditation expiry date	2019
Phone number	(604) 943-0155		
Operator (name)	KinVillage Association	Accreditation status	Exemplary
Opened	1980	Contact for complaints	Director of Health Services
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 943-0155 ext 232
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.50	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	2.80	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		

KinVillage West Court QUICK FACTS *continued*

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>



Facility	Kiwanis Care Centre (North Vancouver)		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2444 Burr Place	Accredited	Yes
City	North Vancouver		
Postal code	V7H 3A5	Accreditation expiry date	2016
Phone number	(604) 924-8300	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health	Contact for complaints	Manager
Opened	1998	Phone number of complaint contact	(604) 762-5847
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Farsi, Tagalog, French, Spanish, Korean, Polish, Taiwanese, Greek, Italian, Cantonese
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.05	Visitor parking cost	No
Funded Allied Health hours per resident per day *	0.24	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.29		

* Allied Health includes physio, 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		

Kiwanis Care Centre (North Vancouver) QUICK FACTS *continued*

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>



Facility	Kiwanis Care Centre (New Westminster)		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	35 Clute St	Accredited	Yes
City	New Westminster	Accreditation expiry date	Oct 2016
Postal code	V3L 1Z5	Accreditation status	Exemplary
Phone number	(604) 525-6471	Contact for complaints	Executive Director / Director of Care
Operator (name)	Kiwanis	Phone number of complaint contact	(604) 525-6471 ext 333
Opened	Info not available	Typical languages spoken by staff	English, Tagalog, Spanish, Korean, Cantonese, Mandarin, Greek, Romanian, Cambodian, Gujarati, Slovenian, Hindi, Punjabi, Serbian, Bengali, Polish, Russian, Italian
Councils	Separate Resident & Family		
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking	Yes
Food prepared and cooked on site	Yes	Visitor parking cost	No
Funded nursing care hours per resident per day	2.36	Resident personal needs funds account	Yes
Funded Allied Health hours per resident per day *	0.40		
Total 2014/15 funded direct care hours per resident per day	2.79		

* Allied Health includes physio, 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		

Kiwanis Care Centre (New Westminster) QUICK FACTS *continued*

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>



Facility	Kiwanis Village Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1233 Nelson St		
City	Nanaimo	Accredited	Yes
Postal code	V9S 5J4	Accreditation expiry date	Oct 2018
Phone number	(250) 753-6471		
Operator (name)	Nanaimo District Seniors Citizens Housing Development Society	Accreditation status	Accredited
Opened	1991	Contact for complaints	Executive Director
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 753-6471
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Tagalog, Mandarin, Dutch, German
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.19		

* Allied Health includes physio, 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		

Kiwanis Village Lodge QUICK FACTS *continued*

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



Facility	Kopernik Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3150 Rosemont Drive	Accredited	No
City	Vancouver		
Postal code	V5S 2C9	Accreditation expiry date	N/A
Phone number	(604) 438-2474	Accreditation status	N/A
Operator (name)	M. Kopernik (Nicolaus Copernicus) Foundation		
Opened	1979	Contact for complaints	Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 438-2474 ext 233
Meetings held	Scheduled as needed	Current language(s) spoken by staff	English, Serbian, Punjabi, Polish, Czech, Filipino, Russian, Spanish, Croatian, Cantonese
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Visitor parking	No
Funded nursing care hours per resident per day	2.47	Visitor parking cost	N/A
Funded Allied Health hours per resident per day*	0.38	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.85		

* Allied Health includes physio, 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/



Facility	Lady Minto Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	135 Crofton Rd	Accredited	Yes
City	Salt Spring Island	Accreditation expiry date	2018
Postal code	V8K 1T1	Accreditation status	Accredited
Phone number	(250) 538-4800	Contact for complaints	Clinical Nurse Lead / Site Director
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 538-4808
Opened	1957	Current language(s) spoken by staff	English, Russian, French, Dutch, Spanish
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	2.74		
Funded Allied Health hours per resident per day*	0.45		
Total 2014/15 funded direct care hours per resident per day	3.19		

* Allied Health includes physio, 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
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



Facility	Lake Country Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	100-10163 Kenschuh Rd	Accredited	Yes
City	Winfield		
Postal code	V4V 2M2	Accreditation expiry date	Jun 2018
Phone number	(250) 766-3121	Accreditation status	Commendation
Operator (name)	Lake Country Lodge Ltd.		
Opened	1987	Contact for complaints	Clinical Lead / Director of Care / General Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 766-3007 ext 5
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Russian, Tagalog, Punjabi, French
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*	0.26	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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		

Lake Country Lodge QUICK FACTS *continued*

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



Facility	Lake View Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	3490 Porter Street/ 3499 Porter Street	Accredited	Yes
City	Vancouver	Accreditation expiry date	Sep 2017
Postal code	V5N 5W4	Accreditation status	Commendation
Phone number	(604) 874-2803	Contact for complaints	Executive Director / Director of Care
Operator (name)	Revera Long Term Care Inc	Phone number of complaint contact	(604) 874-2803x2228 / (604) 874- 2803x2321
Opened	1993	Current language(s) spoken by staff	English, Cantonese, Mandarin, Korean, Tagalog, Hindi, Spanish, Vietnamese
Councils	Separate Resident & Family	Visitor parking	No
Meetings held	Regular Schedule	Visitor parking cost	
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	2.55		
Funded Allied Health hours per resident per day*	0.20		
Total 2014/15 funded direct care hours per resident per day	2.75		

* Allied Health includes physio, 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		

Lake View Care Centre QUICK FACTS *continued*

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
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/>



Facility	Lakeshore Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	657 Gatenbury Street		
City	Coquitlam	Accredited	No
Postal code	V3J 5G9	Accreditation expiry date	N/A
Phone number	(604) 939-9277	Accreditation status	N/A
Operator (name)	Dunblane Estates Partnership Ltd		
Opened	Info not available	Contact for complaints	Resident Care Coordinator / Director of Care
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 939-9277 x103
Food services provided by:	Operator	Current language(s) spoken by staff	Filipino, English, Korean, Greek, Punjabi, Persian
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	2.64	Visitor parking cost	N/A
Funded Allied Health hours per resident per day*	0.15		
Total 2014/15 funded direct care hours per resident per day	2.79	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		

Lakeshore Care Centre QUICK FACTS *continued*

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>



Facility	Lakeview Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2337 Butt Road		
City	West Kelowna	Accredited	Yes
Postal code	V4T 3L3	Accreditation expiry date	Jun 2018
Phone number	(250) 768-3802		
Operator (name)	Lakeview Lodge Limited Partnership	Accreditation status	Commendation
Opened	2013	Contact for complaints	Director Care / General Manager
Councils	Combined Resident & Family Councils	Phone number of complaint contact	(250) 768-3802 ext 102 / (250) 768-3802 ext 104
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Filipino, Portuguese, Italian, Punjabi, English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.96	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.22	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.18		

* Allied Health includes physio, 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		

Lakeview Lodge QUICK FACTS *continued*

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



Facility	Langley Gardens		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8888 202nd Street		
City	Langley	Accredited	Yes
Postal code	V1M 4A7	Accreditation expiry date	2015
Phone number	(604) 888-0228	Accreditation status	Accredited
Operator (name)	Chartwell Retirement Homes	Contact for complaints	Director of Care
Opened	2008	Phone number of complaint contact	(604) 881-8107
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, Tagalog, Croatian, Ukrainian, Spanish, Punjabi, Hindi
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Langley Gardens QUICK FACTS *continued*

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



Facility	Langley Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	5451-204th St		
City	Langley	Accredited	Yes
Postal code	V3A 5M9	Accreditation expiry date	May 2016
Phone number	(604) 530-2305		
Operator (name)	Langley Care Society	Accreditation status	Exemplary
Opened	Info not available	Contact for complaints	CEO / Director of Care
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 532-4216 / (604) 532-4212
Food services provided by:	Outside Contractor	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	2.49	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31		
Total 2014/15 funded direct care hours per resident per day	2.80	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



Facility	Langley Memorial Hospital ECU		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	22051 Fraser Hwy	Accredited	Yes
City	Langley		
Postal code	V3A 4H4	Accreditation expiry date	May 2018
Phone number	(604) 514-6026	Accreditation status	Accredited
Operator (name)	Fraser Health		
Opened	Info not available	Contact for complaints	Resident Care Coordinator / Manager
Councils	Resident only	Phone number of complaint contact	(604) 514-6190
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Pujabi, Hindi, Hungarian
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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		

Langley Memorial Hospital ECU QUICK FACTS *continued*

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
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>



Facility	Laurel Place		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9688 137A St	Accredited	No
City	Surrey		
Postal code	V3T 4H9	Accreditation expiry date	N/A
Phone number	(604) 582-6336	Accreditation status	N/A
Operator (name)	Ahmon Group		
Opened	2008	Contact for complaints	Director of Care
Councils	Separate Resident & Family Councils	Phone number of complaint contact	(604) 582-6336 ext 1116
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.58	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.22	Personal spending account (comfort fund)	Yes
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	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



Facility		Little Mountain Place	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	330 East 36th Avenue	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V5W 3Z4	Accreditation status	N/A
Phone number	(604) 325-2298	Contact for complaints	Seniors Operations Leader / Director of Care
Operator (name)	Little Mountain Residential Care and Housing Society	Phone number of complaint contact	(604) 325-2298
Opened	1987	Current language(s) spoken by staff	Tagalog, English, French, Cantonese, Mandarin, Italian, Punjabi, Japanese, Korean
Councils	Combined 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	2.49		
Funded Allied Health hours per resident per day*	0.23		
Total 2014/15 funded direct care hours per resident per day	2.72		

* Allied Health includes physio, 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		

Little Mountain Place QUICK FACTS *continued*

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/>



Facility		Louis Brier Home and Hospital	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	1055 West 41st Ave	Accredited	No
City	Vancouver		
Postal code	V6M 1W9	Accreditation expiry date	N/A
Phone number	(604) 261-9376	Accreditation status	N/A
Operator (name)	The Louis Brier Jewish Residence Society		
Opened	1979	Contact for complaints	Executive Leader, Care Services
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 267-4785
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Hebrew, Tagalog, Mandarin, Hungarian, Russian, French, Romanian
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.31	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.67		

* Allied Health includes physio, 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		

Louis Brier Home and Hospital QUICK FACTS *continued*

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/>



Facility	Luther Court		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1525 Cedar Hill X Rd		
City	Saanich	Accredited	Yes
Postal code	V8P 5M1	Accreditation expiry date	Sep 2018
Phone number	(250) 477-7241	Accreditation status	Exemplary
Operator (name)	Luther Court Society		
Opened	1979	Contact for complaints	Executive Director
Councils	No Councils	Phone number of complaint contact	(250) 477-7241 ext 26
Meetings held	N/A		
Food services provided by:	Operator	Current language(s) spoken by staff	German, French, Punjabi, Hindi, Tagalog, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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



Facility	Lynn Valley Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	1070 Lynn Valley Rd	Accredited	Yes
City	North Vancouver		
Postal code	V7J 1Z8	Accreditation expiry date	Oct 2019
Phone number	(604) 982-3710	Accreditation status	Accredited
Operator (name)	North Shore Private Hospital (1985) Ltd		
Opened	1985	Contact for complaints	Director of Care / Assistant Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 982-3700 / (604) 982-3712
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Spanish, German, Polish, Farsi, Punjabi, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.67	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.25	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.92		

* Allied Health includes physio, 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		

Lynn Valley Care Centre QUICK FACTS *continued*

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/>



Facility	Mackenzie & District Hospital and Health Centre		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	45 Centennial Drive		
City	Mackenzie	Accredited	Yes
Postal code	V0J 2C0	Accreditation expiry date	Jun 2018
Phone number	(250) 997-3263		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	2009	Contact for complaints	Health Service Administrator
Councils	No Councils		
Meetings held	N/A	Phone number of complaint contact	(250) 997-8500
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	No		
Funded nursing care hours per resident per day		Visitor parking	Yes
Funded Allied Health hours per resident per day*		Visitor parking cost	No
Total 2014/15 funded direct care hours per resident per day		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		

Mackenzie & District Hospital and Health Centre QUICK FACTS *continued*

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
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



Facility	Madison Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	1399 Foster Avenue	Accredited	No
City	Coquitlam	Accreditation expiry date	N/A
Postal code	V3J 2N1	Accreditation status	N/A
Phone number	(604) 936-9231	Contact for complaints	Administrator / Director of Care
Operator (name)	Dunblane Estates Partnership Ltd	Phone number of complaint contact	(604) 936-9231 x5
Opened	Info not available	Current language(s) spoken by staff	Tagalog, Romanian, Spanish, Russian, English, Punjabi, Mandarin, Cantonese
Councils	Separate Resident & Family Councils	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	2.61		
Funded Allied Health hours per resident per day*	0.16		
Total 2014/15 funded direct care hours per resident per day	2.77		

* Allied Health includes physio, 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		

Madison Care Centre QUICK FACTS *continued*

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
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



Facility	Malaspina Gardens		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	388 Machleary Street		
City	Nanaimo	Accredited	No
Postal code	V9R 2G9	Accreditation expiry date	N/A
Phone number	(250) 745-7711	Accreditation status	N/A
Operator (name)	Chartwell Retirement Homes		
Opened	1979	Contact for complaints	General Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 754-7711 ext 23
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Filipino, French, Punjabi, Dutch
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

Malaspina Gardens QUICK FACTS *continued*

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
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
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



Facility	Maple Ridge Seniors Village		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	22141 - 119th Avenue		
City	Maple Ridge	Accredited	Yes
Postal code	V2X 2Y7	Accreditation expiry date	Feb 2018
Phone number	(604) 466-3053	Accreditation status	Accredited
Operator (name)	Retirement Concepts	Contact for complaints	Director of Care
Opened	2009	Phone number of complaint contact	(604) 476-4312
Councils	Separate Resident & Family	Current language(s) spoken by staff	Indo-Canadian, English, French, Italian, Portuguese, Spanish, Filipino dialects, German
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Maple Ridge Seniors Village QUICK FACTS *continued*

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
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
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>



Facility	Maplewood House		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1919 Jackson St.		
City	Abbotsford	Accredited	No
Postal code	V2S 2Z8	Accreditation expiry date	N/A
Phone number	(604) 853-5585	Accreditation status	N/A
Operator (name)	Maplewood Seniors Care Society		
Opened		Contact for complaints	Director of Resident Services
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 870-7560
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, Various Languages
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.64	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.24	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.88		

* Allied Health includes physio, 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		

Maplewood House QUICK FACTS *continued*

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>



Facility	Mariposa Gardens		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8816 Hwy 97		
City	Osoyoos	Accredited	Yes
Postal code	V0H 1V5	Accreditation expiry date	Jun 2018
Phone number	(250) 495-8124		
Operator (name)	Baltic Properties Ltd.	Accreditation status	Exemplary
Opened	2008	Contact for complaints	General Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 495-8124 ext 102
Food services provided by:	Operator	Current language(s) spoken by staff	English, Portuguese, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.83	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.21		
Total 2014/15 funded direct care hours per resident per day	3.04	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		

Mariposa Gardens QUICK FACTS *continued*

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



Facility	McBride & District Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	1136 5th Avenue		
City	McBride	Accredited	Yes
Postal code	V0J 2E0	Accreditation expiry date	Jun 2018
Phone number	(250) 569-2251	Accreditation status	Accredited
Operator (name)	Northern Health		
Opened	2001	Contact for complaints	Patient Care Manager
Councils	Info not available		
Meetings held	Info not available	Phone number of complaint contact	(250) 569-7326
Food services provided by:	Info not available		
Food prepared and cooked on site	Info not available	Current language(s) spoken by staff	English, Hungarian, Mandarin and/or Cantonese
Funded nursing care hours per resident per day	Info not available	Visitor parking	Yes
		Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	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	7
Short-term beds	1	Semi-private rooms	1
Long-term beds	8	Multi-person rooms	0
Total beds	9		

McBride & District Hospital QUICK FACTS *continued*

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
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



Facility	McKinney Place – South Okanagan General Hospital		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	911 McKinney Road		
City	Oliver	Accredited	Yes
Postal code	V0H 1T0	Accreditation expiry date	Info not available
Phone number	(250) 498-5040		
Operator (name)	Interior Health	Accreditation status	Accredited
Opened	1980	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 485-8477
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, German, Hindi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.87	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.34		
Total 2014/15 funded direct care hours per resident per day	3.21	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		

McKinney Place QUICK FACTS *continued*

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



Facility	Menno Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	32910 Brundige Ave		
City	Abbotsford	Accredited	Yes
Postal code	V2S 1N2	Accreditation expiry date	Oct 2018
Phone number	(604) 853 -2411	Accreditation status	Exemplary
Operator (name)	Mennonite Benevolent Society	Contact for complaints	Karen L Baillie, CEO or Hilde Wiebe, Executive Director of Care Services
Opened	1954	Phone number of complaint contact	(604) 859-7631
Councils	Separate Resident & Family	Current language(s) spoken by staff	English
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	Yes
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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



Facility	Menno Hospital		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	32945 Marshall Road		
City	Abbotsford	Accredited	Yes
Postal code	V2S 1K1	Accreditation expiry date	Oct 2018
Phone number	(604) 859-7631	Accreditation status	Exemplary
Operator (name)	Mennonite Benevolent Society		
Opened	1960	Contact for complaints	Karen L Baillie, CEO or Hilde Wiebe, Executive Director of Care Services
Councils	Separate Resident & Family/ Friends Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 859-7632
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.12	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.25		
Total 2014/15 funded direct care hours per resident per day	3.37	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
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



Facility	Minoru Residence		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	7333 Gollner Avenue	Accredited	Yes
City	Richmond	Accreditation expiry date	Sep 2016
Postal code	V6Y 1Y4	Accreditation status	Accredited
Phone number	(604) 244-5300	Contact for complaints	Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 244-5307
Opened	1980	Current language(s) spoken by staff	English, German, Punjabi, Hindi, Cantonese, Mandarin, Tagalog, Russian, French, Japanese, Polish, Gujarati
Councils	Separate Resident & Family Councils	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	Yes
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	2.92		
Funded Allied Health hours per resident per day*	0.28		
Total 2014/15 funded direct care hours per resident per day	3.20		

* Allied Health includes physio, 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		

Minoru Residence QUICK FACTS *continued*

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
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/>



Facility	Monashee Mews		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2165 Norris Avenue		
City	Lumby	Accredited	Yes
Postal code	V0E 2G5	Accreditation expiry date	Jan 2017
Phone number	(778) 473-0100		
Operator (name)	inSite Housing, Hospitality & Health Services Inc.	Accreditation status	Primer
Opened	2013	Contact for complaints	Community Administrator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(778) 473-1101
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.91	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.22		

* Allied Health includes physio, 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/>



Facility	Morgan Place		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3288 156a St	Accredited	Yes
City	Surrey	Accreditation expiry date	2017
Postal code	V3S 9T1	Accreditation status	Exemplary
Phone number	(604) 535-7328	Contact for complaints	Quality Assurance Coordinator
Operator (name)	Ahmon Group	Phone number of complaint contact	(604) 535-7328
Opened	Info not available	Current language(s) spoken by staff	Punjabi, Spanish, Korean, Filipino, English, Mandarin and/or Cantonese
Councils	Separate Resident & Family	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	2.49		
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	2.79		

* Allied Health includes physio, 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
Disease outbreak or occurrence		0	Medication error with adverse event
Abuse/neglect		0	Missing or wandering person
Fall with injury/Adverse event		5	Other injury
Food or other poisoning		0	Aggression between persons in care
Complaints	2014-15	Quantity	Complaints
Number of licensing complaints		2	Number substantiated licensing complaints

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



Facility	Mount Cartier Court (Queen Victoria Hospital)		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1200 Newlands Rd	Accredited	Yes
City	Revelstoke		
Postal code	V0E 2S1	Accreditation expiry date	Sep 2015
Phone number	(250) 837-2131	Accreditation status	Commendation
Operator (name)	Interior Health		
Opened	2006	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 814-2224
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, translators available
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.97	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.35	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.32		

* Allied Health includes physio, 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		

Mount Cartier Court (Queen Victoria Hospital) QUICK FACTS *continued*

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



Facility		Mount Ida Mews	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	100 5th Avenue	Accredited	Info not available
City	Salmon Arm		
Postal code	V1E 4H4	Accreditation expiry date	Info not available
Phone number	(778) 484-5415	Accreditation status	Info not available
Operator (name)	InSite Housing & Hospitality & Health Services Inc.		
Opened	2012	Contact for complaints	Info not available
Councils	Info not available	Phone number of complaint contact	Info not available
Meetings held	Info not available		
Food services provided by:	Info not available	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Info not available	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.92	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.24	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.16		

* Allied Health includes physio, 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/



Facility	Mount St Joseph Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	3080 Prince Edward	Accredited	Yes
City	Vancouver	Accreditation expiry date	Nov 2016
Postal code	V5T 3N4	Accreditation status	Exemplary
Phone number	(604) 874-1141	Contact for complaints	Clinical Nurse Leader / Social Worker / Operations Leader
Operator (name)	Providence Health Care	Phone number of complaint contact	(604) 877-8520 / (604) 877-8541/ (604) 877-8542
Opened	2004	Current language(s) spoken by staff	English, Tagalog, Punjabi, Hindi, Cantonese, Mandarin, Polish
Councils	Separate & Combined Resident & Family Councils	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	Yes
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	2.88		
Funded Allied Health hours per resident per day*	0.32		
Total 2014/15 funded direct care hours per resident per day	3.20		

* Allied Health includes physio, 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		

Mount St Joseph Hospital QUICK FACTS *continued*

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
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/>



Facility	Mount St. Mary Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	861 Fairfield Rd	Accredited	Yes
City	Victoria	Accreditation expiry date	Dec 2016
Postal code	V8V 5A9	Accreditation status	Exemplary
Phone number	(250) 480-3103	Contact for complaints	Director of Care
Operator (name)	Marie Esther Society	Phone number of complaint contact	(250) 480-3111
Opened	2003	Current language(s) spoken by staff	German, Cantonese, French, Filipino, Polish, Cantonese, Spanish, Croatian, Japanese
Councils	Combined Resident & Family Councils	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	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

* Allied Health includes physio, 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		

Mount St. Mary Hospital QUICK FACTS *continued*

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
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



Facility	Mountain Lake Seniors' Community Ltd.		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	908 11th St	Accredited	Yes
City	Nelson		
Postal code	V1L 7A6	Accreditation expiry date	May 2018
Phone number	(250) 352-2600	Accreditation status	Accredited
Operator (name)	Park Place Seniors Living Inc.		
Opened	2005	Contact for complaints	Program Manager / Community Administrator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 352-2600 ext 126 / (250) 352-2600 ext 103
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.39	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.19		

* Allied Health includes physio, 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		

Mountain Lake Seniors' Community Ltd. QUICK FACTS *continued*

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



Facility	Mountain View Lodge (Lillooet Hosp HCtr)		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	951 Murray St. Bag 300	Accredited	Yes
City	Lillooet		
Postal code	V0K 1V0	Accreditation expiry date	Oct 2019
Phone number	(250) 256-1312	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1980	Contact for complaints	Resident Care Coordinator
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 256-1346
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.92	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.44	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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		

Mountain View Lodge (Lillooet Hosp HCtr) QUICK FACTS *continued*

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



Facility	Mountain View Manor at Delta Hospital		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	5800 Mountainview	Accredited	Yes
City	Delta	Accreditation expiry date	Oct 2018
Postal code	V4K3V6	Accreditation status	Accredited
Phone number	(604) 946-1121	Contact for complaints	Manager / Resident Care Coordinator
Operator (name)	Fraser Health	Phone number of complaint contact	(877) 880-8823
Opened	Info not available	Current language(s) spoken by staff	Portuguese, English, Italian, Mandarin, Cantonese, Punjabi, German, Dutch, Tagalog
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	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		

* Allied Health includes physio, 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		

Mountain View Manor at Delta Hospital QUICK FACTS *continued*

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
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



Facility		Mountainview Lodge – Kitimat General Hospital	
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	920 Lahakas Blvd.		
City	Kitimat	Accredited	Yes
Postal code	V8C 2S3	Accreditation expiry date	Jun 2018
Phone number	250-632-8337	Accreditation status	Accredited
Operator (name)	Northern Health		
Opened	2002	Contact for complaints	Linda Tendland
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 632-8337
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Portuguese, Tagalog, Punjabi
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	3.13	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.13		

* Allied Health includes physio, 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		

Mountainview Lodge – Kitimat General Hospital QUICK FACTS *continued*

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
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



Facility	Mountainview Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1540 K.L.O. Road		
City	Kelowna	Accredited	Yes
Postal code	V1W 3P6	Accreditation expiry date	Nov 2020
Phone number	(250) 762-2192	Accreditation status	Commendation
Operator (name)	The Good Samaritan Society	Contact for complaints	Site Manager
Opened	2007	Phone number of complaint contact	(250) 717-4022
Councils	Combined Resident & Family	Current language(s) spoken by staff	English, Filipino
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Mountainview Village QUICK FACTS *continued*

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



Facility	MSA Manor Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2510 Gladwin Rd		
City	Abbotsford	Accredited	No
Postal code	V2T 3N9	Accreditation expiry date	N/A
Phone number	(604) 853-5831	Accreditation status	N/A
Operator (name)	Maplewood Seniors Care Society		
Opened	Info not available	Contact for complaints	Director of Resident Services
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 870-7560
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, Various Languages
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.45	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.27		
Total 2014/15 funded direct care hours per resident per day	2.72	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



Facility	Mt Tolmie Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	3690 Richmond Rd.		
City	Victoria	Accredited	Yes
Postal code	V8P 4R6	Accreditation expiry date	Apr 2018
Phone number	(250) 370-5757		
Operator (name)	Vancouver Island Health	Accreditation status	Accredited
Opened	1964	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 370-5751
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	Tagalog, Hindi, Punjabi, English, Croatian, French
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	2.88	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	3.16	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		

Mt Tolmie Hospital QUICK FACTS *continued*

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
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



Facility	Nanaimo Seniors Village		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6085 Uplands Drive	Accredited	Yes
City	Nanaimo		
Postal code	V9V 1T8	Accreditation expiry date	Feb 2018
Phone number	(250) 729-9524	Accreditation status	Accredited
Operator (name)	Nanaimo Seniors Village LLP		
Opened	2001	Contact for complaints	Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 760-2307
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Filipino, Hindi, Taiwanese, Tagalog, German, Ukrainian, French, Mandarin
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

Nanaimo Seniors Village QUICK FACTS *continued*

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



Facility	Nanaimo Traveller's Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1298 Nelson St	Accredited	Yes
City	Nanaimo	Accreditation expiry date	May 2019
Postal code	V9S 2K5	Accreditation status	Commendation
Phone number	(250) 758-4676	Contact for complaints	Director of Care / Finance Administrator
Operator (name)	Nanaimo Travellers Lodge Society	Phone number of complaint contact	(250) 760-2630 / (250) 760-2644
Opened	1964	Current language(s) spoken by staff	French, Tagalog, Punjabi, Korean, Spanish, Cantonese, Japanese, German
Councils	Family only	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	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		

* Allied Health includes physio, 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		

Nanaimo Traveller's Lodge QUICK FACTS *continued*

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



Facility	Nelson Jubilee Manor		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	500 West Beasley St	Accredited	Yes
City	Nelson		
Postal code	V1L 6G9	Accreditation expiry date	Oct 2019
Phone number	(250) 352-7011	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1979	Contact for complaints	Manager / Care Coordinator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 352-7011 ext 35 / (250) 352-7011 ext 34
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Russian, Ukrainian, Tagalog, Mandarin, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.87	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.35	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.22		

* Allied Health includes physio, 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		

Nelson Jubilee Manor QUICK FACTS *continued*

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



Facility	New Horizons Community of Care		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	850 14th Ave.		
City	Campbell River	Accredited	Yes
Postal code	V9W 4H4	Accreditation expiry date	May 2018
Phone number	(250) 287-7166		
Operator (name)	New Horizons Care Centre Partnership	Accreditation status	Accredited
Opened	2008	Contact for complaints	Site Leader / Director of Care
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 287-7166 ext 228
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, French, Spanish, Filipino, Punjabi, Indonesian, Bosnian, German, Italian
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	Info not available	Visitor parking	Yes
		Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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		

New Horizons Community of Care QUICK FACTS *continued*

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



Facility	New Vista Care Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7550 Rosewood Street	Accredited	Yes
City	Burnaby	Accreditation expiry date	Oct 2017
Postal code	V5E 3Z3	Accreditation status	Commendation
Phone number	(604) 521-7764	Contact for complaints	Manager – Executive Services
Operator (name)	New Vista Society	Phone number of complaint contact	(604) 521-7765 ext 1155
Opened	Info not available	Current language(s) spoken by staff	English, Cantonese, Tagalog, Polish, Russian, Romanian, Punjabi, Hindu, French, German, Hungarian, Japanese
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	2.41		
Funded Allied Health hours per resident per day*	0.31		
Total 2014/15 funded direct care hours per resident per day	2.72		

* Allied Health includes physio, 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		

New Vista Care Home QUICK FACTS *continued*

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>



Facility	Nigel House		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	846 Nigel Avenue		
City	Saanich	Accredited	Yes
Postal code	V8X 4E5	Accreditation expiry date	Sep 2016
Phone number	(250) 475-2050		
Operator (name)	Broadmead Care Society	Accreditation status	Exemplary
Opened	1982	Contact for complaints	Karen Christensen
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 414-7311
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	Info not available	Visitor parking	Yes
		Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.95		

* Allied Health includes physio, 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



Facility	Noric House		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1400 Mission Rd		
City	Vernon	Accredited	Yes
Postal code	V1T 9C3	Accreditation expiry date	Info not available
Phone number	(250) 545-9167	Accreditation status	Commendation
Operator (name)	Interior Health		
Opened	1978	Contact for complaints	Resident Care Coordinator / Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 545-9167
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Mandarin and/ or Cantonese, Punjabi, German, Hungarian, Filipino, Spanish
Food prepared and cooked on site	Primarily		
Funded nursing care hours per resident per day	2.85	Visitor parking	Yes
Funded Allied Health hours per resident per day*	0.33	Visitor parking cost	No
Total 2014/15 funded direct care hours per resident per day	3.18	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



Facility	Normanna		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7725-4th St		
City	Burnaby	Accredited	Yes
Postal code	V3N 5B6	Accreditation expiry date	Nov 2018
Phone number	(604) 522-5812		
Operator (name)	Norwegian Old Peoples Association	Accreditation status	Exemplary
Opened	2000	Contact for complaints	Margaret Douglas-Matthews
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 515-3330
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	Filipino, Punjabi, Mandarin and/ or Cantonese, English, Gujarati, Hindi, Polish, Swahili
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.89	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.47		
Total 2014/15 funded direct care hours per resident per day	3.36	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



Facility	Northcrest Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6771-120th Street		
City	Delta	Accredited	Yes
Postal code	V4E 2A7	Accreditation expiry date	Oct 2019
Phone number	(604) 597-7878	Accreditation status	Accredited
Operator (name)	Northcrest Care Centre Ltd.		
Opened	Info not available	Contact for complaints	Executive Director
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 597-7878 ext 222
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	Ukrainian, English, Punjabi, Hindi, Tagalog, Urdu, Japanese, Korean, Cantonese, Mandarin
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.44		
Total 2014/15 funded direct care hours per resident per day	3.24	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		

Northcrest Care Centre QUICK FACTS *continued*

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>



Facility	Northern Haida Gwaii Hospital & Health Centre		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	2520 Harrison Avenue		
City	Masset	Accredited	Yes
Postal code	V0T 1M0	Accreditation expiry date	June 2018
Phone number	(250) 626-4700	Accreditation status	Info not available
Operator (name)	Northern Health	Contact for complaints	Nurse Manager
Opened	2008	Phone number of complaint contact	(250) 626-4726
Councils	No Councils	Current language(s) spoken by staff	English
Meetings held	N/A	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Northern Haida Gwaii Hospital & Health Centre QUICK FACTS *continued*

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
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



Facility	Oak Bay Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2251 Cadboro Bay Rd.	Accredited	Yes
City	Victoria		
Postal code	V8R 5H3	Accreditation expiry date	Oct 2017
Phone number	(250) 370-6605	Accreditation status	Commendation
Operator (name)	Oak Bay Lodge Society		
Opened	1972	Contact for complaints	Executive Director
Councils	Resident only	Phone number of complaint contact	(250) 370-1600
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Cantonese, Mandarin, Urdu, Punjabi, Hindi, Tagalog, Dutch, French
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	Info not available	Visitor parking	Yes
		Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.03		

* Allied Health includes physio, 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



Facility		Orchard Haven (South Similkameen Health Centre)	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	700 3rd St	Accredited	Yes
City	Keremeos		
Postal code	VOX 1N0	Accreditation expiry date	Oct 2019
Phone number	(250) 499-3030	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	2000	Contact for complaints	Care Coordinator / Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 499-3000 / (250) 499-3036
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.82	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.40	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.22		

* Allied Health includes physio, 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		

Orchard Haven (South Similkameen Health Centre) QUICK FACTS *continued*

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



Facility	Overlander		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	953 Southill Street	Accredited	Yes
City	Kamloops	Accreditation expiry date	Oct 2019
Postal code	V2B 7Z9	Accreditation status	Accredited
Phone number	(250) 554-2323	Contact for complaints	Manager / Assistant Manager / Resident Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 544-6035
Opened	1976	Current language(s) spoken by staff	English, Filipino, Hindi, French, Aboriginal dialects
Councils	Separate & Combined Resident & Family Councils	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	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		

* Allied Health includes physio, 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
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



Facility	Parkside		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	788 Ospika Boulevard	Accredited	Yes
City	Prince George		
Postal code	V2M 6Y2	Accreditation expiry date	2018
Phone number	(250) 563-1916	Accreditation status	Accredited
Operator (name)	Northern Health		
Opened	1983	Contact for complaints	Clinical Coordinator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 645-6425
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Ukrainian, Punjabi, Serbian, Croatian
Food prepared and cooked on site	Primarily	Visitor parking	Yes
Funded nursing care hours per resident per day	2.82	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.82		

* Allied Health includes physio, 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



Facility	Parkview Place		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	707 3rd Ave		
City	Enderby	Accredited	Yes
Postal code	V0E 1V0	Accreditation expiry date	Sep 2018
Phone number	(250) 838-2470		
Operator (name)	Interior Health	Accreditation status	Accredited
Opened	1995	Contact for complaints	Program Leader
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 838-2478
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Russian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.39		
Total 2014/15 funded direct care hours per resident per day	3.19	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



Facility	Peace Arch ECU-Hogg & Weatherby Pavilions		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	15521 Russell Ave.	Accredited	Yes
City	White Rock	Accreditation expiry date	Oct 2018
Postal code	V4B 2R4	Accreditation status	Accredited
Phone number	(604) 531-5512	Contact for complaints	Patient Care Quality Office
Operator (name)	Fraser Health	Phone number of complaint contact	(877) 880-8823
Opened	Info not available	Current language(s) spoken by staff	English, Tagalog, Punjabi, Hindi, Spanish, Farsi, Vietnamese, Korean, French, Spanish, Mandarin and/or Cantonese, Italian
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	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		

* Allied Health includes physio, 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		

Peace Arch ECU-Hogg & Weatherby Pavilions QUICK FACTS *continued*

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
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>



Facility	Peace Portal Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	15441 - 16th Avenue		
City	White Rock	Accredited	Yes
Postal code	V4A 8T8	Accreditation expiry date	Info not available
Phone number	(604) 535-2273	Accreditation status	Info not available
Operator (name)	Retirement Concepts	Contact for complaints	Info not available
Opened	Info not available	Phone number of complaint contact	Info not available
Councils	Separate Resident & Family	Current language(s) spoken by staff	Info not available
Meetings held	Regular Schedule	Visitor parking	Info not available
Food services provided by:	Operator	Visitor parking cost	Info not available
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Info not available
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		

* Allied Health includes physio, 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		

Peace Portal Lodge QUICK FACTS *continued*

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>



Facility	Peace Villa		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8407 112 Avenue		
City	Fort St John	Accredited	Yes
Postal code	V1J 0J5	Accreditation expiry date	Jun 2018
Phone number	(250) 261-7450		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	2012	Contact for complaints	Residential Care Manager
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 261-7451
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.14	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.14		

* Allied Health includes physio, 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



Facility	Picadilly Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	821 10th Avenue SW		
City	Salmon Arm	Accredited	Yes
Postal code	V1E 1T2	Accreditation expiry date	May 2018
Phone number	(250) 804-1676		
Operator (name)	Park Place Seniors Living Inc.	Accreditation status	Accredited
Opened	2007	Contact for complaints	Administrator
Councils	Combined Resident & Family Councils	Phone number of complaint contact	(250) 804-1676 ext 102
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Dutch, Malayan, Hindi, Tamil, Kannada, Finnish, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.01	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31		
Total 2014/15 funded direct care hours per resident per day	3.32	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		

Picadilly Care Centre QUICK FACTS *continued*

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=Picadilly%20Care%20Centre



Facility	Pine Acres Home		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1902 Pheasant Lane	Accredited	Yes
City	West Kelowna		
Postal code	V4T 2H4	Accreditation expiry date	2017
Phone number	(250) 768-7676	Accreditation status	Exemplary
Operator (name)	Westbank First Nation Development Co. Ltd.		
Opened	1988	Contact for complaints	Director of Care / Administrator
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 768-7676
Meetings held	Info not available		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.15	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.27	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.42		

* Allied Health includes physio, 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
Disease outbreak or occurrence		0	Medication error with adverse event
Abuse/neglect		0	Missing or wandering person
Fall with injury/Adverse event		1	Other injury
Food or other poisoning		0	Aggression between persons in care
Complaints	2014-15	Quantity	Complaints
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



Facility	Pine Grove Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	313 Mcgowan Street		
City	Kamloops	Accredited	Yes
Postal code	V2B 2N8	Accreditation expiry date	May 2018
Phone number	(250) 376-5701		
Operator (name)	0697790 BC Ltd	Accreditation status	Accredited
Opened	1981	Contact for complaints	Administrator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 376-5701 ext 501
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Italian, Tagalog, Urdu, Hindi, Punjabi, Mandarin and/or Cantonese
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.82	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.33		
Total 2014/15 funded direct care hours per resident per day	3.15	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		

Pine Grove Lodge QUICK FACTS *continued*

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



Facility	Pinegrove Place		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	11331 Mellis Drive	Accredited	Yes
City	Richmond	Accreditation expiry date	Nov 2018
Postal code	V6X 1L8	Accreditation status	Commendation
Phone number	(604) 278-1296	Contact for complaints	Administrator / Director of Care
Operator (name)	Mennonite Intermediate Care Home Society of Richmond	Phone number of complaint contact	(604) 278-1296
Opened	1983	Current language(s) spoken by staff	English, Tagalog, Mandarin, Cantonese, Fukien, Hakka, Teochew, Malaysian, German, French, Spanish, Hindi, Punjabi, Tigrigna, Amharic, Shanghainese
Councils	Separate & Combined Resident & Family Councils	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	2.58		
Funded Allied Health hours per resident per day*	0.28		
Total 2014/15 funded direct care hours per resident per day	2.86		

* Allied Health includes physio, 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/



Facility	Pleasant Valley Manor		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	3800 Patten Dr.		
City	Armstrong	Accredited	Yes
Postal code	V0E 1B2	Accreditation expiry date	Sep 2018
Phone number	(250) 546-4707	Accreditation status	Accredited
Operator (name)	Interior Health		
Opened	1995	Contact for complaints	Manager / Care Coordinator
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 546-4707
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.90	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.21		

* Allied Health includes physio, 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		

Pleasant Valley Manor QUICK FACTS *continued*

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
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?svclloc=Pleasant%20Valley%20Manor



Facility	Point Grey Private Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2423 Cornwall Street		
City	Vancouver	Accredited	No
Postal code	V6K 1B9	Accreditation expiry date	N/A
Phone number	(604) 733-7133	Accreditation status	N/A
Operator (name)	Point Grey Private Hospital Ltd.		
Opened	1979	Contact for complaints	Site Leader/Manager
Councils	Resident only	Phone number of complaint contact	(604) 733-7133
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.65	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.14	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.79		

* Allied Health includes physio, 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		

Point Grey Private Hospital QUICK FACTS *continued*

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
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/>



Facility	Polson Place (Vernon Jubilee Hospital)		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	2101 32nd Street	Accredited	Yes
City	Vernon	Accreditation expiry date	Oct 2019
Postal code	V1T 5L2	Accreditation status	Accredited
Phone number	(250) 558-1200	Contact for complaints	Manager / Resident Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 558-1318 / (250) 558-1346
Opened	1980	Current language(s) spoken by staff	English
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	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		

* Allied Health includes physio, 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		

Polson Place (Vernon Jubilee Hospital) QUICK FACTS *continued*

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



Facility	Ponderosa Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	425 Columbia St		
City	Kamloops	Accredited	Yes
Postal code	V2C 2T4	Accreditation expiry date	2018
Phone number	(250) 374-5671	Accreditation status	Accredited
Operator (name)	Interior Health	Contact for complaints	Manager
Opened	1979	Phone number of complaint contact	(250) 851-4439
Councils	Family only	Current language(s) spoken by staff	English, Mandarin, French, Spanish, Croatian, Polish, Tagalog, Indonesian
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Outside Contractor	Visitor parking cost	No
Food prepared and cooked on site	No	Personal spending account (comfort fund)	Yes
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		

* Allied Health includes physio, 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		

Ponderosa Lodge QUICK FACTS *continued*

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



Facility		Poplar Ridge Pavilion (Kootenay Boundary Hospital)	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	1200 Hospital Bench	Accredited	Yes
City	Trail	Accreditation expiry date	Oct 2019
Postal code	V1R 4M1	Accreditation status	Accredited
Phone number	(250) 368-3311	Contact for complaints	Residential Care Coordinator / Social Worker
Operator (name)	Interior Health	Phone number of complaint contact	250-368-3311 x 2226
Opened	1972	Current language(s) spoken by staff	English, Italian, Filipino, 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	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		

* Allied Health includes physio, 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		

Poplar Ridge Pavilion (Kootenay Boundary Hospital) QUICK FACTS *continued*

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
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



Facility		Powell River General Hospital – Evergreen ECU	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	4970 Joyce Ave.		
City	Powell River	Accredited	Yes
Postal code	V8A 5P2	Accreditation expiry date	Dec 2016
Phone number	(604) 485-2208	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health		
Opened	1980	Contact for complaints	Manager / Residential Care Coordinator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 485-3237
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Dutch, Russian, Italian, Filipino, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.75	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.25	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.00		

* Allied Health includes physio, 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		

Powell River General Hospital – Evergreen ECU QUICK FACTS *continued*

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/>



Facility	Purdy Pavilion		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2221 Wesbrook Mall		
City	Vancouver	Accredited	Yes
Postal code	V6T 1Z9	Accreditation expiry date	Sep 2016
Phone number	(604) 822-7121		
Operator (name)	Vancouver Coastal Health	Accreditation status	Accredited
Opened	1980	Contact for complaints	Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 822-7289
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, various
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.86	Visitor parking cost	Reduced rate
Funded Allied Health hours per resident per day*	0.25		
Total 2014/15 funded direct care hours per resident per day	3.11	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
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/



Facility	Qualicum Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	124 Fourth Ave East		
City	Qualicum Beach	Accredited	No
Postal code	V9K 1N6	Accreditation expiry date	N/A
Phone number	(250) 752-1262		
Operator (name)	Qualicum Manor Ltd	Accreditation status	N/A
Opened	2005		
Councils	Separate & Combined Resident & Family Councils	Contact for complaints	Director of Care
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 752-1262 ext 4
Food services provided by:	Operator	Current language(s) spoken by staff	English, Tagalog, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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



Facility		Queen Charlotte Islands General Hospital	
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	3209 Oceanview Drive		
City	Queen Charlotte	Accredited	Yes
Postal code	V0T 1S0	Accreditation expiry date	Info not available
Phone number	(250) 559-4300		
Operator (name)	Northern Health	Accreditation status	Info not available
Opened	1950	Contact for complaints	Info not available
Councils	No Councils		
Meetings held	N/A	Phone number of complaint contact	Info not available
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day		Visitor parking	Info not available
Funded Allied Health hours per resident per day*		Visitor parking cost	Info not available
Total 2014/15 funded direct care hours per resident per day		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		

Queen Charlotte Islands General Hospital QUICK FACTS *continued*

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
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



Facility	Queen's Park		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	315 McBride Blvd.	Accredited	Yes
City	New Westminster	Accreditation expiry date	2018
Postal code	V3L 5E8	Accreditation status	Accredited
Phone number	(604) 520-0911	Contact for complaints	Residential Care Coordinator / Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 517-8694 / (604) 517-8612/ (604) 517-8682/ (604) 517-8670
Opened	Info not available	Current language(s) spoken by staff	English, Serbian, Tagalog, Punjabi, Cantonese, Spanish, Romanian, German
Councils	Separate Resident & Family	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	Yes
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	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		

* Allied Health includes physio, 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
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>



Facility	R.W. Large Memorial Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	88 Waglisla Street		
City	Bella Bella	Accredited	Yes
Postal code	V0T 1Z0	Accreditation expiry date	Sep 2016
Phone number	(250) 957-2314		
Operator (name)	Vancouver Coastal Health	Accreditation status	Accredited
Opened	1980	Contact for complaints	Manager, Clinical Services
Councils	No Councils		
Meetings held	N/A	Phone number of complaint contact	(250) 957-2314 ext 231
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
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	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		

R.W. Large Memorial Hospital QUICK FACTS *continued*

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
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/>



Facility	Rainbow Care		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1000 Liard Drive		
City	Prince George	Accredited	Yes
Postal code	V2M 3Z3	Accreditation expiry date	2018
Phone number	(250) 645-6497		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	2012	Contact for complaints	Clinical Coordinator
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 645-6425
Food services provided by:	Operator	Current language(s) spoken by staff	English, Ukrainian, French, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.10	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.11		
Total 2014/15 funded direct care hours per resident per day	3.21	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



Facility	Renfrew Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1880 Renfrew Street	Accredited	Yes
City	Vancouver	Accreditation expiry date	Feb 2018
Postal code	V5M 3H9	Accreditation status	Accredited
Phone number	(604) 662-4669	Contact for complaints	General Manager
Operator (name)	Renfrew Care Centre Ventures Ltd.	Phone number of complaint contact	(604) 255-7723 ext 145
Opened	1996	Current language(s) spoken by staff	Tagalog, Swahili, Hebrew, Russian, English, Cantonese, Mandarin, Punjabi, Hindi, Vietnamese, Fijian, Tamil, Sinhala, Spanish, Portuguese, Polish, Ukrainian, French
Councils	Separate Resident & Family		
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking	No
Food prepared and cooked on site	Yes	Visitor parking cost	No
Funded nursing care hours per resident per day	2.43	Personal spending account (comfort fund)	Yes
Funded Allied Health hours per resident per day*	0.12		
Total 2014/15 funded direct care hours per resident per day	2.55		

* Allied Health includes physio, 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		

Renfrew Care Centre QUICK FACTS *continued*

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/>



Facility	Rest Haven Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2281 Mills Road		
City	Sidney	Accredited	No
Postal code	V8L 2C3	Accreditation expiry date	N/A
Phone number	(250) 656-0717		
Operator (name)	Adventist Health Care Home Society	Accreditation status	N/A
Opened	1982	Contact for complaints	Director of Care
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 656-0717
Food services provided by:	Operator	Current language(s) spoken by staff	French, English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available		
Total 2014/15 funded direct care hours per resident per day	3.12	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		

Rest Haven Lodge QUICK FACTS *continued*

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



Facility	Richmond Lions Manor		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9020 Bridgeport Road	Accredited	Yes
City	Richmond	Accreditation expiry date	Sep 2016
Postal code	V6X 1S1	Accreditation status	Accredited
Phone number	(604) 675-2590	Contact for complaints	Resident Care Coordinator / Patient Care & Quality Office
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 366-3786 / 1-877-993-9199
Opened	1979	Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog, Spanish, Punjabi, Hindi, French, Italian, Korean, Japanese, Chavacano, Fokein, Cebuana
Councils	Separate Resident & Family	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	2.53		
Funded Allied Health hours per resident per day*	0.29		
Total 2014/15 funded direct care hours per resident per day	2.82		

* Allied Health includes physio, 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		

Richmond Lions Manor QUICK FACTS *continued*

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/>



Facility	Ridgeview Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	920 Desmond Street	Accredited	Info not available
City	Kamloops		
Postal code	V2B 5K6	Accreditation expiry date	Info not available
Phone number	(250) 376-3131	Accreditation status	Info not available
Operator (name)	Baltic Properties Ltd.		
Opened	2008	Contact for complaints	Info not available
Councils	Info not available	Phone number of complaint contact	Info not available
Meetings held	Info not available		
Food services provided by:	Info not available	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Info not available	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.87	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.20	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.07		

* Allied Health includes physio, 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		

Ridgeview Lodge QUICK FACTS *continued*

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



Facility	Ridgewood Lodge (Princeton General Hospital)		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	98 Ridgewood Drive		
City	Princeton	Accredited	Yes
Postal code	VOX 1W0	Accreditation expiry date	Oct 2019
Phone number	(250) 295-3211		
Operator (name)	Interior Health	Accreditation status	Accredited
Opened	1980	Contact for complaints	Resident Care Coordinator / Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 295-4486 / (250) 295-5414
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.83	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.34		
Total 2014/15 funded direct care hours per resident per day	3.17	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		

Ridgewood Lodge (Princeton General Hospital) QUICK FACTS *continued*

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



Facility	Rocky Mountain Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	55 Cokato Road		
City	Fernie	Accredited	Yes
Postal code	V0B 1M4	Accreditation expiry date	Oct 2018
Phone number	(250) 423-4214		
Operator (name)	Golden Life Management Corp	Accreditation status	Accredited
Opened	2004	Contact for complaints	Community Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 423-4214
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.73	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.34		
Total 2014/15 funded direct care hours per resident per day	3.07	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		

Rocky Mountain Village QUICK FACTS *continued*

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



Facility	Rose Wood Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8125 Devito Drive		
City	Trail	Accredited	Yes
Postal code	V1R 4X9	Accreditation expiry date	Oct 2018
Phone number	(250) 364-3150		
Operator (name)	Golden Life Management Corp	Accreditation status	Accredited
Opened	2004	Contact for complaints	Community Manager
Councils	Separate Resident & Family		
Meetings held	Scheduled as needed	Phone number of complaint contact	(250) 364-3150
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.12	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.26		
Total 2014/15 funded direct care hours per resident per day	3.38	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		

Rose Wood Village QUICK FACTS *continued*

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



Facility		Rosemary Heights Seniors Village	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	15240-34th Avenue	Accredited	Yes
City	Surrey		
Postal code	V3S 0L3	Accreditation expiry date	Feb 2018
Phone number	(778) 545-5000	Accreditation status	Accredited
Operator (name)	Retirement Concepts		
Opened	2008	Contact for complaints	General Manager
Councils	Resident only	Phone number of complaint contact	(778) 545-5001
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, Tagalog, Spanish, Russian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.56	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.24	Personal spending account (comfort fund)	Yes
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	5	Private rooms	85
Short-term beds	0	Semi-private rooms	2
Long-term beds	85	Multi-person rooms	0
Total beds	90		

Rosemary Heights Seniors Village QUICK FACTS *continued*

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>



Facility	Rosewood Manor		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6260 Blundell Rd	Accredited	No
City	Richmond	Accreditation expiry date	N/A
Postal code	V7C 5C4	Accreditation status	N/A
Phone number	(604) 271-3590	Contact for complaints	Administrator
Operator (name)	Richmond Intermediate Care Society	Phone number of complaint contact	(604) 271-3590 ext 123
Opened	1982	Current language(s) spoken by staff	English, Arabic, Ukranian, Spanish, Shanghainese, Russian, Punjabi, Mandarin, Korean, Hindi, Gujerati, Filipino, Cantonese
Councils	Separate Resident & Family	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	2.87		
Funded Allied Health hours per resident per day*	0.23		
Total 2014/15 funded direct care hours per resident per day	3.10		

* Allied Health includes physio, 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/>



Facility	Rotary Manor		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1121 90th Avenue		
City	Dawson Creek	Accredited	Yes
Postal code	V1G 5A3	Accreditation expiry date	2018
Phone number	(250) 719-3480		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	2002	Contact for complaints	Manager
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 719-3488
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.13	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00		
Total 2014/15 funded direct care hours per resident per day	3.13	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



Facility		Royal Arch Masonic Homes Society	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7850 Champlain Cresc	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V5S 4C7	Accreditation status	N/A
Phone number	(604) 437-7343	Contact for complaints	Director of Care
Operator (name)	Royal Arch Masonic Homes Society	Phone number of complaint contact	(604) 412-2451
Opened	1982	Current language(s) spoken by staff	English, Hindi, Punjabi, Tagalog, Japanese, Cantonese, Spanish, Mandarin, Italian, Portuguese, German
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	2.97		
Funded Allied Health hours per resident per day*	0.37		
Total 2014/15 funded direct care hours per resident per day	3.34		

* Allied Health includes physio, 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		

Royal Arch Masonic Homes Society QUICK FACTS *continued*

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/



Facility	Royal Ascot Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2455 East Broadway	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V5M 1Y1	Accreditation status	N/A
Phone number	(604) 254-5559	Contact for complaints	Administrator
Operator (name)	Royal Ascot Care Centre Ltd.	Phone number of complaint contact	(604) 254-5559x228
Opened	1995	Current language(s) spoken by staff	English, Punjabi, Tagalog, Cantonese, Korean
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	2.86		
Funded Allied Health hours per resident per day*	0.27		
Total 2014/15 funded direct care hours per resident per day	3.13		

* Allied Health includes physio, 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		

Royal Ascot Care Centre QUICK FACTS *continued*

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		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/>



Facility	Royal City Manor		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	77 Jamieson	Accredited	Yes
City	New Westminster	Accreditation expiry date	2017
Postal code	V3L 5P8	Accreditation status	Commendation
Phone number	(604) 522-6699	Contact for complaints	Executive Director
Operator (name)	Revera Long Term Care	Phone number of complaint contact	(604) 522-6699 ext 104
Opened	Info not available	Current language(s) spoken by staff	English, Punjabi, Cantonese, Mandarin, Tagalog, Mandarin and/or Cantonese
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	2.60		
Funded Allied Health hours per resident per day*	0.19		
Total 2014/15 funded direct care hours per resident per day	2.79		

* Allied Health includes physio, 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



Facility	S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	555 Carrall Street		
City	Vancouver	Accredited	Yes
Postal code	V6B 2J8	Accreditation expiry date	Mar 2019
Phone number	(604) 608-8800		
Operator (name)	S.U.C.C.E.S.S. Multi-Level Care Society	Accreditation status	Exemplary
Opened	2001	Contact for complaints	Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 608-8810
Food services provided by:	Operator	Current language(s) spoken by staff	English, Cantonese, Mandarin
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.55	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.27		
Total 2014/15 funded direct care hours per resident per day	2.82	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		

S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home QUICK FACTS *continued*

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/>



Facility	Saanich Peninsula Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	2166 Mt Newton X Rd	Accredited	Yes
City	Saanichton	Accreditation expiry date	2018
Postal code	V8M 2B3	Accreditation status	Accredited
Phone number	(250) 544-7676	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 652-7574
Opened	1972	Current language(s) spoken by staff	English, Filipino, Mandarin and/or Cantonese, Polish, Spanish
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	2.95		
Funded Allied Health hours per resident per day*	0.28		
Total 2014/15 funded direct care hours per resident per day	3.23		

* Allied Health includes physio, 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		

Saanich Peninsula Hospital QUICK FACTS *continued*

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
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



Facility	Selkirk Place		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	385 Waterfront Crescent		
City	Victoria	Accredited	Yes
Postal code	V8T 5K7	Accreditation expiry date	Info not available
Phone number	(250) 940-1028		
Operator (name)	Ahmon Group – Selkirk Place Ltd.	Accreditation status	Info not available
Opened	2004	Contact for complaints	Info not available
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	Info not available
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	Info not available	Visitor parking	Info not available
		Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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



Facility	Sherwood Crescent Manor Ltd.		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	32073 Sherwood Cresc		
City	Abbotsford	Accredited	Info not available
Postal code	V2T 1C1	Accreditation expiry date	Info not available
Phone number	(604) 853-7854	Accreditation status	Info not available
Operator (name)	The TCG Group		
Opened	Info not available	Contact for complaints	Info not available
Councils	Info not available	Phone number of complaint contact	Info not available
Meetings held	Info not available		
Food services provided by:	Info not available	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Info not available	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.48	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.31	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	2.79		

* Allied Health includes physio, 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		

Sherwood Crescent Manor Ltd. QUICK FACTS *continued*

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>



Facility	Shorncliffe		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	5847 Medusa Street		
City	Sechelt	Accredited	Yes
Postal code	V0N 3A0	Accreditation expiry date	2013
Phone number	(604) 885-5126	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health		
Opened	1983	Contact for complaints	Resident Care Coordinator / Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Scheduled as needed	Phone number of complaint contact	604-885-5126 ext 223 / 604-989-0669
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	German, Tagalog, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.04	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.17	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	3.21		

* Allied Health includes physio, 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/



Facility	Sidney Care Home		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9888 Fifth St.		
City	Sidney	Accredited	No
Postal code	V8L 2X3	Accreditation expiry date	N/A
Phone number	(250) 656-0121		
Operator (name)	Hurst Management Ltd.	Accreditation status	N/A
Opened	1960	Contact for complaints	Director of Care
Councils	Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 656-0121 ext 1
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Spanish, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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		

Sidney Care Home QUICK FACTS *continued*

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



Facility	Silver Kettle Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2350 72nd Avenue		
City	Grand Forks	Accredited	Yes
Postal code	V0H 1H0	Accreditation expiry date	Oct 2018
Phone number	(250) 442-0667	Accreditation status	Accredited
Operator (name)	Golden Life Management Corp	Contact for complaints	Community Manager
Opened	2012	Phone number of complaint contact	(250) 442-0667
Councils	Separate Resident & Family	Current language(s) spoken by staff	English
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Silver Kettle Village QUICK FACTS *continued*

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>



Facility	Simon Fraser Lodge		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	2410 Laurier Cres.	Accredited	Yes
City	Prince George		
Postal code	V2M 2B3	Accreditation expiry date	Oct 2019
Phone number	(250) 563-3413	Accreditation status	Commendation
Operator (name)	Buron Healthcare		
Opened	1986	Contact for complaints	General Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 563-3413 x 102
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Filipino, Spanish, English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.32	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.12		

* Allied Health includes physio, 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		

Simon Fraser Lodge QUICK FACTS *continued*

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
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



Facility	Simpson Manor		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	8838 Glover Road	Accredited	Yes
City	Langley		
Postal code	V1M 2R4	Accreditation expiry date	Nov 2018
Phone number	(604) 888-0711	Accreditation status	Commendation
Operator (name)	Decker Management		
Opened	2008	Contact for complaints	Director of Care
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 888-0711x121
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Hindi, Polish, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.55	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.24	Personal spending account (comfort fund)	No
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	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
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



Facility	Slocan Community Health Centre		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	401 Galena Ave	Accredited	Yes
City	New Denver		
Postal code	V0G 1S0	Accreditation expiry date	Sep 2015
Phone number	(250) 358-7911	Accreditation status	Commendation
Operator (name)	Interior Health		
Opened	1979	Contact for complaints	Residential Care Coordinator / Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 358-7911
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English
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*	0.29	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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		

Slocan Community Health Centre QUICK FACTS *continued*

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\(The%20Pavilion\)](https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Slocan%20Community%20Health%20Centre%20(The%20Pavilion))



Facility	Sluggett House		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1336 Marchant Rd.		
City	Brentwood Bay	Accredited	Yes
Postal code	V8M 1H1	Accreditation expiry date	2016
Phone number	(250) 544-0925		
Operator (name)	Beacon Community Services	Accreditation status	Exemplary
Opened	2009	Contact for complaints	Manager
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 589-3354
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.74		

* Allied Health includes physio, 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		

Sluggett House QUICK FACTS *continued*

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



Facility	Spring Valley Care Centre Ltd.		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	355 Terai Court	Accredited	Yes
City	Kelowna		
Postal code	V1X 5X6	Accreditation expiry date	May 2018
Phone number	(250) 979-6000	Accreditation status	Accredited
Operator (name)	Park Place Seniors Living Inc.		
Opened	1979	Contact for complaints	Louise Johnson / Jenny Reink
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 979-6000
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Farsi, Spanish, Punjabi, Dutch, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.81	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.28	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.09		

* Allied Health includes physio, 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		

Spring Valley Care Centre Ltd. QUICK FACTS *continued*

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



Facility	St. Judes Anglican Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	810 West 27th Avenue	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V5Z 2G7	Accreditation status	N/A
Phone number	(604) 874-3200	Contact for complaints	Administrator / Director of Care
Operator (name)	St. Jude's Anglican Home	Phone number of complaint contact	(604) 874-3200 ext 242 / (604) 874-3200 ext 227
Opened	1979	Current language(s) spoken by staff	English, Spanish, Tagalog, French Russian, Hungarian, Cantonese, Mandarin, Ukrainian
Councils	Separate & Combined Resident & Family Councils	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	2.40		
Funded Allied Health hours per resident per day*	0.28		
Total 2014/15 funded direct care hours per resident per day	2.68		

* Allied Health includes physio, 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		

St. Jude's Anglican Home QUICK FACTS *continued*

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/>



Facility		St. Mary's Hospital – Totem Lodge ECU	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	5544 Sunshine Coast Highway	Accredited	Yes
City	Sechelt		
Postal code	V0N 3A0	Accreditation expiry date	2015
Phone number	(604) 885-8602	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health		
Opened	1980	Contact for complaints	Resident Care Coordinator / Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 885-8602
Meetings held	Scheduled as needed		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	French, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.92	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.18	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	3.10		

* Allied Health includes physio, 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		

St. Mary's Hospital – Totem Lodge ECU QUICK FACTS *continued*

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
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/>



Facility	St. Michael's Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	7451 Sussex Avenue	Accredited	No
City	Burnaby	Accreditation expiry date	N/A
Postal code	V5J 5C2	Accreditation status	N/A
Phone number	(604) 434-1323	Contact for complaints	Director of Care
Operator (name)	St. Michael's Centre Hospital Society	Phone number of complaint contact	(604) 412-2185
Opened	1981	Current language(s) spoken by staff	Farsi, Urdu, Hindi, Punjabi, Sendhi, Mandarin, Spanish, Cantonese, Polish, English
Councils	Combined Resident & Family Councils	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	2.99		
Funded Allied Health hours per resident per day*	0.34		
Total 2014/15 funded direct care hours per resident per day	3.34		

* Allied Health includes physio, 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



Facility		St. Vincent's Hospital-Brock Fahrni Pavilion	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	4650 Oak St.	Accredited	Yes
City	Vancouver		
Postal code	V6H 4J4	Accreditation expiry date	Nov 2017
Phone number	(604) 806-9710	Accreditation status	Exemplary
Operator (name)	Providence Health Care		
Opened	1980	Contact for complaints	Site-Operations Leader
Councils	Resident only	Phone number of complaint contact	(604) 805-9705
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Cantonese, Mandarin, Punjabi, Tagalog
Food prepared and cooked on site	No	Visitor parking	Yes
Funded nursing care hours per resident per day	2.92	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	3.22	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		

St. Vincent's Hospital-Brock Fahrni Pavilion QUICK FACTS *continued*

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/



Facility	St. Vincent's Langara ECU		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	255 W 62nd Ave	Accredited	Yes
City	Vancouver	Accreditation expiry date	Nov 2017
Postal code	V5X 4V4	Accreditation status	Exemplary
Phone number	(604) 325-4116	Contact for complaints	Site/Operations Leader
Operator (name)	Providence Health Care	Phone number of complaint contact	(604) 806-9755
Opened	1991	Current language(s) spoken by staff	English, Hindi, Croatian, French, Punjabi, Italian, Mandarin, Spanish, Portuguese, Cantonese, Tagalog, Vietnamese
Councils	Separate Resident & Family	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	2.88		
Funded Allied Health hours per resident per day*	0.32		
Total 2014/15 funded direct care hours per resident per day	3.20		

* Allied Health includes physio, 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		

St. Vincent's Langara ECU QUICK FACTS *continued*

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/>



Facility	Stanford Place		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	250 Craig St		
City	Parksville	Accredited	Yes
Postal code	V9P 1M2	Accreditation expiry date	May 2018
Phone number	(250) 954-7427		
Operator (name)	Retirement Concepts	Accreditation status	Exemplary
Opened	2008	Contact for complaints	General Manager
Councils	Separate Resident & Family Councils	Phone number of complaint contact	(250) 951-0811 ext 1116
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Filipino, Russian, German, Dutch
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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



Facility	Stuart Lake Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	600 Stuart Drive E		
City	Fort St. James	Accredited	Yes
Postal code	V0J 1P0	Accreditation expiry date	2018
Phone number	(250) 996-8201	Accreditation status	Accredited
Operator (name)	Northern Health		
Opened	1972	Contact for complaints	Head Nurse
Councils	No Councils	Phone number of complaint contact	(250) 996-8201 x2286
Meetings held	N/A		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Carrier
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
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	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		

Stuart Lake Hospital QUICK FACTS *continued*

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
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



Facility	Stuart Nechako Manor		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3277 Hospital Road		
City	Vanderhoof	Accredited	Yes
Postal code	V0J 3A2	Accreditation expiry date	Jun 2018
Phone number	(250) 567-6282		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	2006	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 567-6282
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.08	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00		
Total 2014/15 funded direct care hours per resident per day	3.08	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		

Stuart Nechako Manor QUICK FACTS *continued*

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



Facility		Summerland Seniors Village	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	12803 Atkinson Road		
City	Summerland	Accredited	Yes
Postal code	V0H 1Z4	Accreditation expiry date	2018
Phone number	(250) 404-0118		
Operator (name)	Retirement Concepts Seniors Services Ltd.	Accreditation status	Info not available
Opened	2006	Contact for complaints	General Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 404-4400
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.87	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.27		
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	37	Private rooms	105
Short-term beds	1	Semi-private rooms	0
Long-term beds	74	Multi-person rooms	0
Total beds	112		

Summerland Seniors Village QUICK FACTS *continued*

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?svclloc=Summerland%20Seniors%20Village



Facility	Suncreek Village		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	13687 62nd Avenue		
City	Surrey	Accredited	Yes
Postal code	V3X 0B5	Accreditation expiry date	April 2018
Phone number	(604) 591-5177		
Operator (name)	Daljit Gill	Accreditation status	Exemplary
Opened	2009	Contact for complaints	Director of Care Services
Councils	Separate Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 591-5177 ext 103
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.68	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.35		
Total 2014/15 funded direct care hours per resident per day	3.03	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



Facility		Sun Pointe Village	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	700 Rutland Road N		
City	Kelowna	Accredited	Yes
Postal code	V1X 7W8	Accreditation expiry date	May 2019
Phone number	(250) 491-1400	Accreditation status	Exemplary
Operator (name)	Baptist Housing Enhanced Living Communities	Contact for complaints	Administrator
Opened	2000		
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 491-1400 ext 7 / (250) 878-3970
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, German, Italian, Portuguese, Hungarian, Serbian, Bosnian, Croatian, Dutch, African languages
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.85	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.31		
Total 2014/15 funded direct care hours per resident per day	3.16	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		

Sun Pointe Village QUICK FACTS *continued*

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



Facility	Sunnybank Retirement Home		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6553 Park Drive		
City	Oliver	Accredited	Yes
Postal code	V0H 1T0	Accreditation expiry date	2019
Phone number	(250) 498-4951	Accreditation status	Accredited
Operator (name)	Interior Health	Contact for complaints	Manager
Opened	1979	Phone number of complaint contact	(250) 485-8477
Councils	Combined Resident & Family	Current language(s) spoken by staff	English, Punjabi, German
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Sunnybank Retirement Home QUICK FACTS *continued*

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



Facility	Sunridge Place – The Arbours		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	361 Bundock Ave		
City	Duncan	Accredited	No
Postal code	V9L 3P1	Accreditation expiry date	N/A
Phone number	(250) 748-8048		
Operator (name)	Sunridge Seniors Community Partnership	Accreditation status	N/A
Opened	2008	Contact for complaints	Info not available
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	Info not available
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Info not available
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	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	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		

Sunridge Place – The Arbours QUICK FACTS *continued*

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



Facility	Sutherland Hills		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3081 Hall Rd	Accredited	Yes
City	Kelowna		
Postal code	V1W 2R5	Accreditation expiry date	Info not available
Phone number	(250) 860-2330	Accreditation status	Info not available
Operator (name)	Sutherland Hills Rest Home Ltd.		
Opened	1979	Contact for complaints	Info not available
Councils	Separate Resident & Family	Phone number of complaint contact	Info not available
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.81	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.26	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.07		

* Allied Health includes physio, 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		

Sutherland Hills QUICK FACTS *continued*

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



Facility	Swan Valley Lodge		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	818 Vancouver St	Accredited	Yes
City	Creston		
Postal code	V0B 1G4	Accreditation expiry date	Oct 2018
Phone number	(250) 428-2283	Accreditation status	Commendation
Operator (name)	Interior Health		
Opened	1995	Contact for complaints	Manager / Resident Care Coordinator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 428-3623 / (250) 428-3647
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Polish, Ukrainian, Russian, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.99	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.45	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.44		

* Allied Health includes physio, 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		

Swan Valley Lodge QUICK FACTS *continued*

Inspection (as of December 15, 2015)				
Date of last inspection	13 Aug 2015	Reason for inspection	Monitoring	
Incidents	2014-15	Quantity	Incidents	2014-15
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
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



Facility	Tabor Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	31944 Sunrise Cres		
City	Abbotsford	Accredited	Yes
Postal code	V2T 1N5	Accreditation expiry date	Apr 2018
Phone number	(604) 859-8715	Accreditation status	Commendation
Operator (name)	Tabor Home Society	Contact for complaints	Executive Director
Opened	Info not available	Phone number of complaint contact	(604) 859-8715 ext 102
Councils	Separate Resident & Family	Current language(s) spoken by staff	Hungarian, English, French, Dutch, High & Low German, Punjabi
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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
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
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



Facility		Talarico Place – Castlegar District Community Health Centre	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	709 10th Street		
City	Castlegar	Accredited	Yes
Postal code	V1N 2H7	Accreditation expiry date	Oct 2019
Phone number	(250) 365-7221		
Operator (name)	Interior Health	Accreditation status	Accredited
Opened	1991	Contact for complaints	Resident Care Coordinator / Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 304-1278 / (250) 304-1218
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Russian, Portuguese, German, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.83	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.52		
Total 2014/15 funded direct care hours per resident per day	3.35	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



Facility	Terrace View Lodge		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4707 Kerby Avenue		
City	Terrace	Accredited	Yes
Postal code	V8G 2W2	Accreditation expiry date	Jun 2018
Phone number	(250) 631-4180		
Operator (name)	Northern Health	Accreditation status	Accredited
Opened	1984	Contact for complaints	Site Coordinator / Resident Care Coordinator
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 631-4180 / (250) 631-4188
Food services provided by:	Operator	Current language(s) spoken by staff	English, Polish, Filipino, German, Vietnamese, Portuguese, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.67	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.05		
Total 2014/15 funded direct care hours per resident per day	3.72	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		

Terrace View Lodge QUICK FACTS *continued*

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
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
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



Facility		The Cottage – Worthington Pavilion	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	33457 Cottage Lane	Accredited	Yes
City	Abbotsford	Accreditation expiry date	Apr 2018
Postal code	V2S 0B3	Accreditation status	Accredited
Phone number	(604) 870-7950	Contact for complaints	Resident Care Coordinator
Operator (name)	Fraser Health	Phone number of complaint contact	Cottage: (604) 807-7967 / Worthington: (604) 870-7996
Opened	Info not available	Current language(s) spoken by staff	Spanish, Italian, Arabic, French, Korean, Thai, Mandarin, Dutch, Afrikaans, Punjabi, Polish, Japanese, Filipino, German, Swedish, Portuguese
Councils	Combined Resident & Family	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	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		

* Allied Health includes physio, 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		

The Cottage – Worthington Pavilion QUICK FACTS *continued*

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
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>



Facility	The Fair Haven United Church Home (Burnaby)		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7557 Sussex Ave.		
City	Burnaby	Accredited	Yes
Postal code	V5J 3V6	Accreditation expiry date	Nov 2018
Phone number	(604) 435-0525		
Operator (name)	Fair Haven United Church Home	Accreditation status	Commendation
Opened	Info not available	Contact for complaints	Clinical Nurse Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 435-0525 ext 304 or ext 320
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	2.72	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.20		
Total 2014/15 funded direct care hours per resident per day	2.92	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		

The Fair Haven United Church Home (Burnaby) QUICK FACTS *continued*

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



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		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 433-2939 x2232 or x2222
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		

The Fair Haven United Church Home (Vancouver) QUICK FACTS *continued*

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
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
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/>



Facility	The Gardens at Qualicum Beach		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	650 Berwick Road North		
City	Qualicum Beach	Accredited	Yes
Postal code	V9K 2T8	Accreditation expiry date	Feb 2018
Phone number	(250) 752-2818		
Operator (name)	Qualicum Beach Retirement Residences, LLP (Retirement Concepts)	Accreditation status	Accredited
Opened	2006	Contact for complaints	General Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 738-2250
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, German
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

The Gardens at Qualicum Beach QUICK FACTS *continued*

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



Facility	The Gateby		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3000 Gateby Place		
City	Vernon	Accredited	Yes
Postal code	V1T 8V8	Accreditation expiry date	2018
Phone number	(250) 545-4456		
Operator (name)	Interior Health	Accreditation status	Commendation
Opened	1982	Contact for complaints	Residential Care Coordinator
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 545-4456 ext 263
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Primarily	Visitor parking	Yes
Funded nursing care hours per resident per day	2.95	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.58		
Total 2014/15 funded direct care hours per resident per day	3.53	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
Disease outbreak or occurrence		3	Medication error with adverse event
Abuse/neglect		1	Missing or wandering person
Fall with injury/Adverse event		18	Other injury
Food or other poisoning		0	Aggression between persons in care
Complaints	2014-15	Quantity	Complaints
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



Facility	The Hamlets at Penticton		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	103 Duncan Ave West	Accredited	Yes
City	Penticton	Accreditation expiry date	Oct 2016
Postal code	V2A 8J7	Accreditation status	Accredited
Phone number	(250) 490-8503	Contact for complaints	Director of Operations / Director of Care
Operator (name)	H&H Total Care Services Inc.	Phone number of complaint contact	(250) 490-8503 ext 125 (DOO) or ext 105 (DOC)
Opened	2008	Current language(s) spoken by staff	English, French, Japanese, Filipino, Hindi, Punjabi, Spanish, German, Mandarin and/or Cantonese
Councils	Separate & Combined Resident & Family Councils	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	2.99		
Funded Allied Health hours per resident per day*	0.36		
Total 2014/15 funded direct care hours per resident per day	3.35		

* Allied Health includes physio, 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		

The Hamlets at Penticton QUICK FACTS *continued*

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



Facility	The Hamlets at Westsyde		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3255 Overlander Drive		
City	Kamloops	Accredited	Yes
Postal code	V2B 0A5	Accreditation expiry date	2017
Phone number	(250) 579-9061		
Operator (name)	H&H Total Care Services Inc.	Accreditation status	Accredited
Opened	2007	Contact for complaints	Director of Care and Director of Operations
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 579-9061 ext 104 (DOC) or ext 107 (DOO)
Food services provided by:	Operator	Current language(s) spoken by staff	English and Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.92	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	3.22	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		

The Hamlets at Westsyde QUICK FACTS *continued*

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



Facility	The Heights at Mount View		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3814 Carey Road		
City	Saanich	Accredited	No
Postal code	V8Z 4C4	Accreditation expiry date	N/A
Phone number	(250) 384-1313	Accreditation status	N/A
Operator (name)	Baptist Housing Care Homes Society	Contact for complaints	Residential Care Administrator
Opened	2014	Phone number of complaint contact	(250) 384-1313 ext 108
Councils	Family only	Current language(s) spoken by staff	Many
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Outside Contractor	Visitor parking cost	Yes
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

The Heights at Mount View QUICK FACTS *continued*

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



Facility	The Kiwanis Pavilion		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3034 Cedar Hill Road		
City	Victoria	Accredited	Yes
Postal code	V8T 3J3	Accreditation expiry date	Mar 2017
Phone number	(250) 598-2022		
Operator (name)	Oak Bay Kiwanis Health Care Society	Accreditation status	Commendation
Opened	1982	Contact for complaints	Director of Resident Services
Councils	Family only but Residents are welcome		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 598-2022 ext 222
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Spanish, Polish, Tagalog, French, Croatian, Korean, Mandarin and/or Cantonese, Hindi
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day		Visitor parking	Yes
Funded Allied Health hours per resident per day*		Visitor parking cost	No
Total 2014/15 funded direct care hours per resident per day		Personal spending account (comfort fund)	Yes
3.27			

* Allied Health includes physio, 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		

The Kiwanis Pavilion QUICK FACTS *continued*

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



Facility	The Lodge on 4th		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1127 4th Ave		
City	Ladysmith	Accredited	No
Postal code	V9G 1A6	Accreditation expiry date	N/A
Phone number	(250) 245-4243		
Operator (name)	Park Place Seniors Living	Accreditation status	N/A
Opened	2007	Contact for complaints	Site Leader / Director of Care
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 245-3318 ext 101 / (250) 245-3318 ext 200
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.21		

* Allied Health includes physio, 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		

The Lodge on 4th QUICK FACTS *continued*

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



Facility	The Mayfair		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	33433 Marshall Road		
City	Abbotsford	Accredited	No
Postal code	V2S 1K8	Accreditation expiry date	N/A
Phone number	(604) 855-7217		
Operator (name)	Sherwood Crescent Manor Ltd.	Accreditation status	N/A
Opened	July 2015	Contact for complaints	Director of Care/Manager
Councils	Combined Resident & Family Councils		
Meetings held	Info not available	Phone number of complaint contact	(604) 855-7217 ext 102
Food services provided by:	Operator	Current language(s) spoken by staff	English, Tagalog, German, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	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	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
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
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	Info not available	13.6%
% of residents receiving recreation therapy	Info not available	Info not available	25.2%
% of residents receiving occupational therapy	Info not available	Info not available	9.4%
% of residents diagnosed with depression	Info not available	Info not available	24.6%
% of residents receiving depression medication	Info not available	Info not available	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	Info not available	31%
Daily physical restraints	Info not available	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/>



Facility	The Pines		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	800 Centre St.	Accredited	Yes
City	Burns Lake	Accreditation expiry date	Jun 2018
Postal code	V0J 1E0	Accreditation status	Accredited
Phone number	(250) 692-2490	Contact for complaints	Residential Care Team Lead
Operator (name)	Northern Health	Phone number of complaint contact	(250) 692-2494
Opened	1992	Current language(s) spoken by staff	English, French, Carrier, Low German, Mandarin
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	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		

* Allied Health includes physio, 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
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



Facility		The Priory – Heritage Woods	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	567 Goldstream Ave.		
City	Langford	Accredited	Yes
Postal code	V9B 2W4	Accreditation expiry date	2018
Phone number	(250) 370-5790		
Operator (name)	Vancouver Island Health	Accreditation status	Accredited
Opened	1878	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	Info not available
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Mandarin, Punjabi, Portuguese, Filipino, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.04	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.22		
Total 2014/15 funded direct care hours per resident per day	3.27	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		

The Priory – Heritage Woods QUICK FACTS *continued*

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
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



Facility	The Priory – Hiscock		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	567 Goldstream Ave.		
City	Langford	Accredited	Yes
Postal code	V9B 2W4	Accreditation expiry date	2018
Phone number	(250) 370-5790		
Operator (name)	Vancouver Island Health	Accreditation status	Accredited
Opened	1978	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	Info not available
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Mandarin, Punjabi, Portuguese, Filipino, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.04	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	0.22		
Total 2014/15 funded direct care hours per resident per day	3.27	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		

The Priory – Hiscock QUICK FACTS *continued*

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
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



Facility		The Residence at Clayton Heights	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	18788 71st Avenue	Accredited	No
City	Surrey	Accreditation expiry date	N/A
Postal code	V4N 6L9	Accreditation status	N/A
Phone number	(604) 576-2273	Contact for complaints	Director of Care
Operator (name)	Clayton Heights Care Holdings Ltd.	Phone number of complaint contact	(604) 576-2273 ext 102
Opened	2012	Current language(s) spoken by staff	English, German, Fijian, Hindi, Punjabi, Tagalog, Vietnamese, Mandarin, Cantonese
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	2.96		
Funded Allied Health hours per resident per day*	0.23		
Total 2014/15 funded direct care hours per resident per day	3.19		

* Allied Health includes physio, 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		

The Residence at Clayton Heights QUICK FACTS *continued*

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>



Facility		The Residence at Morgan Heights	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	15955 27th Avenue		
City	Surrey	Accredited	No
Postal code	V3S 3S3	Accreditation expiry date	N/A
Phone number	(604) 535-1118	Accreditation status	N/A
Operator (name)	Morgan Heights Care		
Opened	2009	Contact for complaints	Director of Care / Administrator
Councils	Family only	Phone number of complaint contact	(604) 535-1118
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, Italian, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.69	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.28	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	2.97		

* Allied Health includes physio, 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		

The Residence at Morgan Heights QUICK FACTS *continued*

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>



Facility		The Residence in Mission	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7324 Hurd Street	Accredited	Yes
City	Mission		
Postal code	V2V 3H5	Accreditation expiry date	2018
Phone number	(604) 814-6707	Accreditation status	Accredited
Operator (name)	Fraser Health		
Opened	2014	Contact for complaints	Manager
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 814-6707
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Spanish, Austrian, German, Dutch, Punjabi, Hindi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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		

The Residence in Mission QUICK FACTS *continued*

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>



Facility	The Views – St. Joseph’s General Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	2137 Comox Avenue	Accredited	Yes
City	Comox		
Postal code	V9M 1P2	Accreditation expiry date	May 2018
Phone number	(250) 339-1409	Accreditation status	Exemplary
Operator (name)	St. Joseph’s General Hospital		
Opened	Info not available	Contact for complaints	Executive Director
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 339-1516
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Tagalog, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	Yes
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	No
Total 2014/15 funded direct care hours per resident per day	3.05		

* Allied Health includes physio, 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		

The Views – St. Joseph’s General Hospital QUICK FACTS *continued*

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
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



Facility	Three Links Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2934 East 22nd Ave	Accredited	Yes
City	Vancouver	Accreditation expiry date	Oct 2017
Postal code	V5M 2Y4	Accreditation status	Commendation
Phone number	(604) 434-7211	Contact for complaints	Director of Care
Operator (name)	Three Links Care Society	Phone number of complaint contact	(778) 452-6503
Opened	1981	Current language(s) spoken by staff	English, Italian, Punjabi, Tagalog, Hindi, Bulgarian, French, Cantonese, Polish
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	2.51		
Funded Allied Health hours per resident per day*	0.36		
Total 2014/15 funded direct care hours per resident per day	2.87		

* Allied Health includes physio, 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		

Three Links Care Centre QUICK FACTS *continued*

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/>



Facility	Three Links Manor		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1449 Kelglen Cres		
City	Kelowna	Accredited	Yes
Postal code	V1Y 8P4	Accreditation expiry date	2018
Phone number	(250) 763-2585		
Operator (name)	Interior Health	Accreditation status	Accredited
Opened	1983	Contact for complaints	Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 712-6956
Food services provided by:	Operator	Current language(s) spoken by staff	Spanish, German, Filipino, Punjabi, Polish, Russian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.37		
Total 2014/15 funded direct care hours per resident per day	3.17	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		

Three Links Manor QUICK FACTS *continued*

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



Facility	Trillium Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	401 Moilliet St	Accredited	Yes
City	Parksville		
Postal code	V9P 1M9	Accreditation expiry date	Info not available
Phone number	(250) 947-8230	Accreditation status	Info not available
Operator (name)	Vancouver Island Health		
Opened	1982	Contact for complaints	Info not available
Councils	Separate Resident & Family	Phone number of complaint contact	Info not available
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.86	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Info not available
Total 2014/15 funded direct care hours per resident per day	3.22		

* Allied Health includes physio, 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



Facility	Trinity Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	75 Green Ave. West		
City	Penticton	Accredited	Yes
Postal code	V2A 7N6	Accreditation expiry date	Oct 2019
Phone number	(250) 493-6601	Accreditation status	Commendation
Operator (name)	Interior Health		
Opened	1983	Contact for complaints	Manager / Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(250) 493-6601
Meetings held	Regular Schedule		
Food services provided by:	Operator & Outside Contractor	Current language(s) spoken by staff	English, French, Punjabi, Spanish
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.80	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.35	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.15		

* Allied Health includes physio, 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		

Trinity Care Centre QUICK FACTS *continued*

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/>



Facility	Tsawaayuus – Rainbow Gardens		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	6151 Russell Place		
City	Port Alberni	Accredited	No
Postal code	V9Y 7W3	Accreditation expiry date	N/A
Phone number	(250) 724-5655		
Operator (name)	West Coast Native Health Care Society	Accreditation status	N/A
Opened	1982	Contact for complaints	Site Manager
Councils	No Councils		
Meetings held	N/A	Phone number of complaint contact	(250) 724-5655
Food services provided by:	Operator	Current language(s) spoken by staff	English
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available		
Total 2014/15 funded direct care hours per resident per day	3.21	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		

Tsawaayuus – Rainbow Gardens QUICK FACTS *continued*

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
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



Facility	Valhaven Rest Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4212 Balmoral St		
City	Abbotsford	Accredited	No
Postal code	V4X 1Y5	Accreditation expiry date	N/A
Phone number	(604) 856-2812	Accreditation status	N/A
Operator (name)	Tabor Village	Contact for complaints	Executive Director
Opened	Info not available	Phone number of complaint contact	(604) 856-2812 ext 102
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, Thai, German, Punjabi
Meetings held	Regular Schedule	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Valhaven Rest Home QUICK FACTS *continued*

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>



Facility	Valleyhaven		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	45450 Menholm Rd.		
City	Chilliwack	Accredited	Yes
Postal code	V2P 1M2	Accreditation expiry date	2017
Phone number	(604) 792-0037		
Operator (name)	Kaigo Retirement Communities Ltd.	Accreditation status	Commendation
Opened	Info not available	Contact for complaints	Director of Care
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 792-0037 ext 102
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, German, Punjabi, Hindi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.51	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.29	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.81		

* Allied Health includes physio, 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



Facility		Veterans Memorial Lodge at Broadmead	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	4579 Chatterton Way	Accredited	Yes
City	Saanich	Accreditation expiry date	Sep 2016
Postal code	V8X 4Y7	Accreditation status	Exemplary
Phone number	(250) 658-0311	Contact for complaints	Director of Clinical Programs
Operator (name)	Broadmead Care Society	Phone number of complaint contact	(250) 658-3239
Opened	1995	Current language(s) spoken by staff	English, Arabic, Mandarin and/ or Cantonese, Croatian, Czech, Punjabi, Hindi, Tagalog, Japanese, Korean, French, Portuguese, Polish, Spanish, Ukrainian, Somali
Councils	Family only		
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking	Yes
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.24		

* Allied Health includes physio, 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		

Veterans Memorial Lodge at Broadmead QUICK FACTS *continued*

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



Facility	Victoria Chinatown Care Centre		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	555 Herald Street		
City	Victoria	Accredited	No
Postal code	V8W 1S5	Accreditation expiry date	N/A
Phone number	(250) 381-4322	Accreditation status	Pending
Operator (name)	Victoria Chinatown Care Society	Contact for complaints	Administrator / Director of Care
Opened	1982	Phone number of complaint contact	(250) 381-4322
Councils	Separate & Combined Resident & Family	Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog
Meetings held	Regular Schedule	Visitor parking	No
Food services provided by:	Operator	Visitor parking cost	N/A
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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		

Victoria Chinatown Care Centre QUICK FACTS *continued*

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



Facility	Victorian Community Health Centre of Kaslo		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	673A Avenue		
City	Kaslo	Accredited	No
Postal code	V0G 1M0	Accreditation expiry date	N/A
Phone number	(250) 353-2722		
Operator (name)	Interior Health	Accreditation status	N/A
Opened	1979	Contact for complaints	Residential Care Coordinator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 353-2211
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Romanian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.14	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.35	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.49		

* Allied Health includes physio, 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		

Victorian Community Health Centre of Kaslo QUICK FACTS *continued*

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



Facility	Victoria Sunset Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	952 Arm Street		
City	Esquimalt	Accredited	Yes
Postal code	V9A 4G7	Accreditation expiry date	01 Jun 2017
Phone number	(250) 385-3422		
Operator (name)	Governing Council of the Salvation Army in Canada	Accreditation status	Commendation
Opened	1979	Contact for complaints	Director of Care
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 385-3422 ext 237
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Spanish, Russian, Cantonese
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.11		

* Allied Health includes physio, 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		

Victoria Sunset Lodge QUICK FACTS *continued*

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
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
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



Facility		Villa Carital	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3050 Penticton St	Accredited	No
City	Vancouver	Accreditation expiry date	N/A
Postal code	V5M 4W2	Accreditation status	N/A
Phone number	(604) 434-0995	Contact for complaints	Administrator / Director of Care
Operator (name)	Carital Continuing Care Society	Phone number of complaint contact	(604) 412-5104 / (604) 412-5109
Opened	1996	Current language(s) spoken by staff	Italian, English, Tagalog, Spanish, Punjabi, German, Mandarin and/or Cantonese
Councils	Separate & Combined Resident & Family Councils	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	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		

* Allied Health includes physio, 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/



Facility	Villa Cathay Care Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	970 Union Street		
City	Vancouver	Accredited	No
Postal code	V6A 3V1	Accreditation expiry date	N/A
Phone number	(604) 254-5621		
Operator (name)	Villa Cathay Care Home Society	Accreditation status	N/A
Opened	1979	Contact for complaints	Director of Care / Manager
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 254-5621
Food services provided by:	Operator	Current language(s) spoken by staff	English, Cantonese, Mandarin
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.50	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.18		
Total 2014/15 funded direct care hours per resident per day	2.68	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/



Facility	Village at Mill Creek		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	1450 Sutherland Rd.		
City	Kelowna	Accredited	Yes
Postal code	V1Y 5Y5	Accreditation expiry date	Info not available
Phone number	(250) 860-2216		
Operator (name)	Baptist Housing Enhanced Living Communities	Accreditation status	Info not available
Opened	1979	Contact for complaints	Info not available
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	Info not available
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	Info not available
Food prepared and cooked on site	Yes	Visitor parking	Info not available
Funded nursing care hours per resident per day	2.83	Visitor parking cost	Info not available
Funded Allied Health hours per resident per day*	0.31		
Total 2014/15 funded direct care hours per resident per day	3.14	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		

Village at Mill Creek QUICK FACTS *continued*

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
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



Facility	Village at Smith Creek		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2425 Orlin Road		
City	West Kelowna	Accredited	Yes
Postal code	V4T 1N3	Accreditation expiry date	2018
Phone number	(250) 768-0488		
Operator (name)	Baptist Housing Enhanced Living Communities	Accreditation status	Exemplary
Opened	1992	Contact for complaints	Administrator
Councils	Combined Resident & Family	Phone number of complaint contact	(250) 768-0488 ext 5
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, French, Spanish, German
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.83	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.30	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.13		

* Allied Health includes physio, 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		

Village at Smith Creek QUICK FACTS *continued*

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



Facility	Village by the Station		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	270 Hastings Avenue	Accredited	Yes
City	Penticton		
Postal code	V2A 2V6	Accreditation expiry date	Oct 2019
Phone number	(250) 490-4949	Accreditation status	Commendation
Operator (name)	The Good Samaritan Society		
Opened	2003	Contact for complaints	Site Administrator
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(250) 490-4352
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, French, Tagalog, Afrikaans, Spanish, Italian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.01	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.16	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.17		

* Allied Health includes physio, 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		

Village by the Station QUICK FACTS *continued*

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



Facility		Waverly-Grosvenor House Ventures	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8445 Young Rd	Accredited	Yes
City	Chilliwack		
Postal code	V2P 4P2	Accreditation expiry date	Feb 2018
Phone number	(604) 792-6340	Accreditation status	Accredited
Operator (name)	Retirement Concepts		
Opened	Info not available	Contact for complaints	Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 703-2103
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.48	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.22	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.69		

* Allied Health includes physio, 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		

Waverly-Grosvenor House Ventures QUICK FACTS *continued*

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>



Facility	Westhaven		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	3949 Pt. Alberni Hwy	Accredited	Yes
City	Port Alberni		
Postal code	V9Y 4S1	Accreditation expiry date	2018
Phone number	(250) 724-8875	Accreditation status	Accredited
Operator (name)	Vancouver Island Health		
Opened	2001	Contact for complaints	Clinical Nurse Lead / Manager
Councils	Info not available	Phone number of complaint contact	(250) 724-8875 / (250) 947-8230 x39068
Meetings held	Info not available		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi, German
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	3.30	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



Facility	West Shore Laylum		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4900 Central Ave	Accredited	No
City	Delta		
Postal code	V4K 2G7	Accreditation expiry date	N/A
Phone number	(604) 946-2822	Accreditation status	N/A
Operator (name)	West Shore Laylum Management Ltd.		
Opened	1973	Contact for complaints	Manager of Residential Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 240-8172
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Tagalog, Malayan, Hindi, Punjabi, Cantonese, Korean, French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.25	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.38	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.64		

* Allied Health includes physio, 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		

West Shore Laylum QUICK FACTS *continued*

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



Facility		Westsyde Care Residence	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2980 Westsyde Road		
City	Kamloops	Accredited	Yes
Postal code	V2B 7E9	Accreditation expiry date	Info not available
Phone number	(250) 579-7675		
Operator (name)	JST Holdings Ltd.	Accreditation status	Info not available
Opened	Info not available	Contact for complaints	Manager
Councils	Resident only		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 579-7675
Food services provided by:	Operator	Current language(s) spoken by staff	English and French
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	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	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		

Westside Care Residence QUICK FACTS *continued*

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



Facility	West Vancouver Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	1675 27th Street	Accredited	Yes
City	West Vancouver		
Postal code	V7V 4K9	Accreditation expiry date	2015
Phone number	(604) 925-1247	Accreditation status	Excellence
Operator (name)	Arcan Developments Ltd.		
Opened	1987	Contact for complaints	Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 925-1247
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Romanian, Polish, Tagalog, Spanish, Portuguese, Punjabi, Hindi
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.34	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.12	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.46		

* Allied Health includes physio, 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		

West Vancouver Care Centre QUICK FACTS *continued*

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
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/>



Facility	Westview Extended Care – Penticton Regional Hospital		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	550 Carmi Ave	Accredited	Yes
City	Penticton	Accreditation expiry date	Sep 2015
Postal code	V2A 3G6	Accreditation status	Commendation
Phone number	250-492-4000	Contact for complaints	Resident Care Coordinator / Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 492-4000 x2206 / (250) 492-4000 x2676
Opened	1980	Current language(s) spoken by staff	Portuguese, Filipino, Punjabi, Hindi, German, Bengali, Russian, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking	Yes
Meetings held	Regular Schedule	Visitor parking cost	Yes
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
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		

* Allied Health includes physio, 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		

Westview Extended Care – Penticton Regional Hospital QUICK FACTS *continued*

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



Facility	White Rock Seniors Village		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	15628 Buena Vista		
City	White Rock	Accredited	Yes
Postal code	V4B 1Z4	Accreditation expiry date	Info not available
Phone number	(604) 531-2273	Accreditation status	Info not available
Operator (name)	Retirement Concepts	Contact for complaints	Info not available
Opened	available	Phone number of complaint contact	Info not available
Councils	Separate Resident & Family	Current language(s) spoken by staff	Info not available
Meetings held	Regular Schedule	Visitor parking	Info not available
Food services provided by:	Operator	Visitor parking cost	Info not available
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Info not available
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		

* Allied Health includes physio, 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		

White Rock Seniors Village QUICK FACTS *continued*

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



Facility	William Rudd		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	95 Blackberry Drive	Accredited	Yes
City	New Westminster		
Postal code	V3L 5S7	Accreditation expiry date	2018
Phone number	(604) 517-8609	Accreditation status	Accredited
Operator (name)	Fraser Health		
Opened	Info not available	Contact for complaints	Care Manager
Councils	Separate & Combined Resident & Family Councils	Phone number of complaint contact	(604) 517-8612
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Cantonese, Tagalog, Punjabi
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	3.00	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.36	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	3.36		

* Allied Health includes physio, 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
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



Facility	Williams Lake Seniors Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1455 Western Avenue		
City	Williams Lake	Accredited	Yes
Postal code	V2G 5N1	Accreditation expiry date	Feb 2018
Phone number	(250) 305-1131		
Operator (name)	Retirement Concepts Seniors Services Ltd.	Accreditation status	Accredited
Opened	2004	Contact for complaints	General Manager
Councils	Resident & Combined Resident & Family Councils	Phone number of complaint contact	(250) 305-3302
Meetings held	Regular Schedule		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Filipino, Punjabi, Hindi, French, German
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*	0.30		
Total 2014/15 funded direct care hours per resident per day	3.16	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		

Williams Lake Seniors Village QUICK FACTS *continued*

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



Facility	Willingdon Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	4435 Grange St	Accredited	Yes
City	Burnaby		
Postal code	V5H 1P4	Accreditation expiry date	Sep 2017
Phone number	(604) 433-2455	Accreditation status	Commendation
Operator (name)	Arnold Bennewith		
Opened	1964	Contact for complaints	Director of Care
Councils	Separate Resident & Family	Phone number of complaint contact	(604) 433-2455
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Current language(s) spoken by staff	English, Cantonese, Tagalog
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.58	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.23	Personal spending account (comfort fund)	Yes
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	10
Short-term beds	0	Semi-private rooms	23
Long-term beds	95	Multi-person rooms	10
Total beds	95		

Willingdon Care Centre QUICK FACTS *continued*

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
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



Facility	Willingdon Creek Village		
Health authority	Vancouver Coastal	Regulation/ Legislation	Info not available
Street address	4980 Kiwanis Drive		
City	Powell River	Accredited	Yes
Postal code	V8A 5H5	Accreditation expiry date	Dec 2016
Phone number	(604) 485-9868	Accreditation status	Accredited
Operator (name)	Vancouver Coastal Health		
Opened	2014	Contact for complaints	Manager / Residential Care Coordinator
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 485-9868
Food services provided by:	Operator	Current language(s) spoken by staff	English, Dutch, Swedish, Filipino, French, German
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day		Visitor parking	Yes
Funded Allied Health hours per resident per day*		Visitor parking cost	No
Total 2014/15 funded direct care hours per resident per day		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		

Willingdon Creek Village QUICK FACTS *continued*

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
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
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



Facility	Windermere		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	900 West 12th Avenue		
City	Vancouver	Accredited	No
Postal code	V5Z 1N3	Accreditation expiry date	N/A
Phone number	(604) 736-8676	Accreditation status	N/A
Operator (name)	Windemere Care Center Inc.	Contact for complaints	Administrator
Opened	1992	Phone number of complaint contact	(604) 737-5474
Councils	Separate Resident & Family		
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	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
Food prepared and cooked on site	Yes		
Funded nursing care hours per resident per day	2.70	Visitor parking	Yes
Funded Allied Health hours per resident per day*	0.19	Visitor parking cost	No
Total 2014/15 funded direct care hours per resident per day	2.89	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/>



Facility	Woodgrove Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6304 Metral Drive		
City	Nanaimo	Accredited	No
Postal code	V9T 2L8	Accreditation expiry date	N/A
Phone number	(250) 390-1036		
Operator (name)	Woodgrove Manor Ltd.	Accreditation status	N/A
Opened	1993	Contact for complaints	Residential Lifestyle Manager / Care Services Manager
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Phone number of complaint contact	(250) 390-1036
Food services provided by:	Operator	Current language(s) spoken by staff	English, Punjabi
Food prepared and cooked on site	Yes		
		Visitor parking	Yes
Funded nursing care hours per resident per day	Info not available	Visitor parking cost	No
Funded Allied Health hours per resident per day*	Info not available	Personal spending account (comfort fund)	Yes
Total 2014/15 funded direct care hours per resident per day	2.59		

* Allied Health includes physio, 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		

Woodgrove Manor QUICK FACTS *continued*

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



Facility	Wrinch Memorial Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	2510 West Hwy 62	Accredited	Yes
City	Hazelton		
Postal code	V0J 1Y0	Accreditation expiry date	Jun 2018
Phone number	(250) 842-5211	Accreditation status	Accredited
Operator (name)	United Church Health Services Society		
Opened	1977	Contact for complaints	Health Services Administrator
Councils	Info not available	Phone number of complaint contact	(250) 842-4641
Meetings held	Info not available		
Food services provided by:	Operator	Current language(s) spoken by staff	English, Gitsxon
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.87	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.00		
Total 2014/15 funded direct care hours per resident per day	2.87	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		

Wrinch Memorial Hospital QUICK FACTS *continued*

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
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



Facility	Yaletown House Society		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1099 Cambie Street		
City	Vancouver	Accredited	No
Postal code	V6B 5A8	Accreditation expiry date	N/A
Phone number	(604) 689-0022		
Operator (name)	Yaletown House Society	Accreditation status	N/A
Opened	1985	Contact for complaints	Executive Director
Councils	Combined Resident & Family Council		
Meetings held	Regular Schedule	Phone number of complaint contact	(604) 806-4202
Food services provided by:	Operator	Current language(s) spoken by staff	English, Tagalog, Cantonese, French, Spanish, Mandarin, German, Hindi, Russian
Food prepared and cooked on site	Yes	Visitor parking	Yes
Funded nursing care hours per resident per day	2.39	Visitor parking cost	No
Funded Allied Health hours per resident per day*	0.22		
Total 2014/15 funded direct care hours per resident per day	2.61	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		

Yaletown House Society QUICK FACTS *continued*

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/



Facility	Youville Residence		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4950 Heather Street	Accredited	Yes
City	Vancouver	Accreditation expiry date	Nov 2016
Postal code	V5Z 3L9	Accreditation status	Exemplary
Phone number	(604) 261-9371	Contact for complaints	Site Operations Leader
Operator (name)	Providence Health Care	Phone number of complaint contact	(604) 806-9540
Opened	1979	Current language(s) spoken by staff	English, Hindi, Punjabi, Tagalog, Spanish, Cantonese, Mandarin, Italian, Portuguese, Taiwanese, French
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	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		

* Allied Health includes physio, 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		

Youville Residence QUICK FACTS *continued*

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/>



Facility	Yucalta Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	555 – 2nd Avenue	Accredited	Yes
City	Campbell River	Accreditation expiry date	Apr 2018
Postal code	V9W 3V1	Accreditation status	Accredited
Phone number	(250) 850-2900	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 850-2903
Opened	2001	Current language(s) spoken by staff	Swedish, German, Patwah, Thai, Sudanese, English, French, Hindi, Tagalog, First Nations
Councils	Resident only	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	2.69		
Funded Allied Health hours per resident per day*	0.30		
Total 2014/15 funded direct care hours per resident per day	2.98		

* Allied Health includes physio, 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



Facility	Zion Park Manor		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	5939-180th St		
City	Surrey	Accredited	No
Postal code	V3S 4L2	Accreditation expiry date	N/A
Phone number	(604) 576-2891	Accreditation status	N/A
Operator (name)	Lutheran Senior Citizens' Housing Society	Contact for complaints	Executive Director
Opened	1971	Phone number of complaint contact	(604) 575-2812
Councils	Combined Resident & Family Council	Current language(s) spoken by staff	English, German, Dutch, Punjabi, Polish, French, Cantonese, Tagalog, Spanish, Russian
Meetings held	Scheduled as needed	Visitor parking	Yes
Food services provided by:	Operator	Visitor parking cost	No
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	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		

* Allied Health includes physio, 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