



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

2017

Now includes results of the
Office of the Seniors Advocate Residential Care Survey



About this Directory

The Residential Care Quick Facts Directory lists information for 292 publicly subsidized facilities in British Columbia that offer residential care services to seniors. It is designed to be a starting point for seniors and their care givers to find reliable data on residential care facilities in the province.

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 the Canadian Institute for Health Information.

The information in the Directory will be refreshed at least 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.

About our Data Sources

Data included in this report were gathered primarily from residential care facilities, health authorities, the Ministry of Health, and the Canadian Institute of Health Information (CIHI).

Information regarding licensing incidents and complaints reflects the 2015-16 fiscal year, while licensing inspection data was a snapshot taken on December 7, 2016. Each health authority makes inspection reports publicly available on its licensing webpage, which is updated regularly. To see the most recent inspection information, please visit:

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>

Data in the Care Services & Quality section are from CIHI. All information in this section capture data reported to CIHI between October 2015 and September 2016, the last full year for which data were available.

Navigating this Directory

The Directory can be searched alphabetically, by community and by health authority. Please click on page numbers to go directly to pages you are looking for. Pages can be printed for comparison purposes.

Facilities by Alphabet

A	
Aberdeen Hospital	1
Acacia Ty Mawr	3
Acropolis Manor	5
Adanac Park Lodge	7
Arbutus Care Centre	9
Arrow Lakes Hospital – Minto	11

Facilities by Community

100 Mile House	
Fischer Place/Mill Site Lodge	159
Abbotsford	
Bevan Lodge Residential	31
Maplewood House	293
Menno Home	301
Menno Hospital	303

Facilities by Health Authority

Fraser Health	
Baillie House	17
Belvedere Care Centre	29
Bevan Lodge Residential	31
Bradley Center	39
Brookside Lodge	51
Buchanan Lodge	53

Glossary

When looking at the information and comparing facilities it is important to understand terms that may not be familiar to you as well as the data that an indicator represents. The following glossary provides information on key indicators displayed in the directory.

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 every four years to evaluate the extent to which it is meeting standards and assigns a rating.

Legislation – Residential care facilities are governed by either the *Community Care and Assisted Living Act (CCALA)* or the *Hospital Act* and their respective regulations.

Councils – A facility may have a family and/or resident council. The council is a group of individuals who either live in the facility or are the representative or relative of residents. They meet 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 offsite and re-heated on-site, or cooked on-site.

Beds – Private beds are not subsidized and may or may not be available at the facility (call facility to find out); publicly funded beds may be short-term (respite, palliative, rehabilitation) or long-term (intended for permanent residents that require 24 hour complex care).

Rooms – Semi-private rooms are shared by two residents; multi-person rooms are shared by three or more residents.



Aberdeen Hospital QUICK FACTS as of January 2017

Facility	Aberdeen Hospital		
Health authority	Vancouver Island	Regulation / Legislation	Hospital Act
Street address	1450 Hillside Ave.	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Victoria, BC V8T 2B7	Accreditation status	Accredited
Phone number	(250) 370-5648	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 370-5678
Opened	1982	Current language(s) spoken by staff	English
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator & Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.91
Funded Allied Health hours per resident per day	0.36
Total 2014/15 funded direct care hours per resident per day	3.27

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	19
Publicly funded beds (short- and long-term)	100	Semi-private rooms	4
Total beds	100	Multi-person rooms	25

Source: * Ministry of Health; ** Facility

Personal spending account (comfort fund) – Residents and their families can deposit up to \$500 to 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.

Direct care hours – This statistic reflects the number of hours of care services that Health Authorities fund each facility per resident, per day. It does not include hospitality services such as meals, laundry, or housekeeping. Nursing hours include Registered Nurses, Licensed Practical Nurses and Residential Care Aides. Allied Health includes physical, occupational, recreation, speech and language therapies, social work services and dietitians. The care hours reported represent an average number for the entire facility, not how many hours of care each resident receives. The decision to fund care hours is made by the health authority and not by the individual facility.

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

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

Physical, recreational and occupational therapy – Facilities are required to report, through regular health assessments of individuals, whether a resident received various types of therapies from a qualified therapist, or their supervised therapy assistant, for at least 15 minutes, in the last 7 days prior to the assessment date. Assessments are done using the InterRAI Resident Assessment Instrument 2.0. Occupational and physiotherapy may not be required for every resident in a facility but the calculation is based on the total number of residents regardless of who needs these therapies. Reported recreation therapy must be beyond the usual activities programming provided by a facility and be provided by a qualified therapist (or an assistant under their supervision) and include measureable objectives and progress evaluations.

Depression and depression medication – Percent of all residents diagnosed with depression and the percent of residents taking antidepressants.

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 limb and trunk restraints and use of a reclining chair from which a resident cannot rise. CIHI states that, "Restraints are sometimes used to manage behaviours or to prevent falls. There are many potential physical and psychological risks associated with applying physical restraints to older adults, and such use raises concerns about safety and quality of care."

Incident – Licensed facilities governed by the *Community Care and Assisted Living Act (CCALA)* are required to report incidents as defined under the Residential Care Regulation. This Directory includes incident types which have been reported to health authority licensing offices for the 2015/16 fiscal year. All health authorities, except Island Health are now reporting on the same incidents for *Hospital Act* facilities.

Serious Adverse Event – Facilities governed by the *Hospital Act* also 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. As Island Health does not require *Hospital Act* facilities to report on the same incidents as CCALA sites, serious adverse events are used for facilities within Island Health in the directory.

Acacia Ty Mawr QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		01 Apr 2016		Reason for licensing inspection		Follow-up	
Complaints		2015-16		Quantity		Complaints	
2015-16		Quantity		2015-16		Quantity	
Number of licensing complaints		2		Number substantiated licensing complaints		0	
Incidents		2015-16		Total Number		Per 100 beds	
2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence		0		0.0		0.7	
Abuse/neglect		0		0.0		1.0	
Fall with injury/Adverse event		6		17.1		11.9	
Food or other poisoning		0		0.0		0.1	
Medication error with adverse event		0		0.0		0.2	
Missing or wandering person		0		0.0		1.6	
Other injury		0		0.0		1.6	
Aggression between persons in care		0		0.0		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)			Facility	BC Avg
% of residents receiving physical therapy			0.0%*	13.2%
% of residents receiving recreation therapy			0.0%*	27.9%
% of residents receiving occupational therapy			0.0%*	7.6%
% of residents diagnosed with depression			10.5%	23.9%
% of residents receiving depression medication			65.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis			19.9%	26.9%
Daily physical restraints			0.9%	9.1%

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

Source: Facility

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

Facility Fees – The Directory highlights where additional costs are charged by facilities. Provincial policy indicates the cost of receiving subsidized residential care services in B.C. is calculated at 80% of an individual's after tax income, subject to a minimum and maximum amount. Temporary rate reductions are available for people in financial need.

Other 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

A			
Aberdeen Hospital	1	Crescent Gardens	103
Acacia Ty Mawr	3	Crest View Village	105
Acropolis Manor	5	Cumberland Lodge	107
Adanac Park Lodge	7	Czorny Alzheimer Centre	109
Arbutus Care Centre	9		
Arrow Lakes Hospital – Minto	11	D	
Arrowsmith Lodge	13	Dania Home	111
Ayre Manor	15	David Lloyd Jones	113
		Delta View Life Enrichment	115
B		Delta View Habilitation Centre	117
Baillie House	17	Deni House	119
Banfield	19	Dogwood Lodge	121
Bastion Place	21	Dr. Andrew Pavilion – Summerland Health Centre	123
Beacon Hill Villa	23	Dr. F. W. Green Memorial Home	125
Beckley Farm Lodge	25	Dufferin Care Centre	127
Bella Coola General Hospital	27	Dufferin Place	129
Belvedere Care Centre	29	Dunrovin Park Lodge	131
Bevan Lodge Residential	31		
Birchview Residence	33	E	
Blenheim Lodge	35	Eagle Park Health Care Facility	133
Braddan Private Hospital	37	Eagle Ridge Manor	135
Bradley Center	39	Eagle Ridge Manor (ECU)	137
Brandt’s Creek Mews	41	Echo Village	139
Brentwood House	43	Eden Care Centre	141
Broadway Pentecostal Lodge	45	Elim Village, The Harrison/Harrison West	143
Brocklehurst Gemstone Care Centre	47	Evergreen Baptist Home	145
Brookhaven Care Centre	49	Evergreen House EC (Lions Gate Hospital)	147
Brookside Lodge	51	Evergreen Seniors Home	149
Buchanan Lodge	53		
Bulkley Lodge	55	F	
		Fellburn Care Centre	151
C		Finnish Home	153
Cairnsmore Place	57	Finnish Manor	155
Capilano Care Centre	59	Fir Park Village	157
CareLife Fleetwood	61	Fischer Place/Mill Site Lodge	159
Carlton Gardens Care Centre	63	Fleetwood Place	161
Cartier House	65	Forest View Place	163
Cascade Lodge	67	Fort Langley Seniors Community	165
Castleview Care Centre	69	Fort Nelson Multi Level Unit	167
Cedarview Lodge	71	Foyer Maillard	169
Central City Lodge	73	Fraser Hope Lodge	171
Cerwydden Care Home	75	Fraserview Retirement Community	173
Cheam Village	77		
Chemainus Health Care Centre	79	G	
Cherington Place	81	Gateway Lodge Complex Care	175
Chetwynd Hospital	83	George Derby Centre	177
Christenson Village	85	George Pearson	179
Columbia Garden Village	87	German Canadian Care Home	181
Columbia House – Invermere District Hospital	89	Gillis House	183
Columbia View Lodge	91	Glacier View Lodge	185
Columbus Residence	93	Glengarry Hospital	187
Comox Valley Seniors Village	95	Glenwarren Private Hospital	189
Cormorant Island Health Centre	97	Glenwood Care Centre	191
Cottonwoods Care Centre	99	Gorge Road Hospital	193
Creekside Landing	101	Greenwoods Eldercare Society	195
		Guildford Seniors	197

H			
Hardy View Lodge	199	Mariposa Gardens	293
Harmony Court Care Centre	201	McBride & District Hospital	295
Haro Park Centre	203	McKinney Place – South Okanagan General Hospital	297
Haven Hill	205	Menno Home	299
Hawthorne Seniors Care Community	207	Menno Hospital	301
Henry Durand Manor	209	Minoru Residence	303
Heritage Square	211	Monashee Mews	305
Heritage Village	213	Morgan Place	307
Heron Grove	215	Mount Cartier Court (Queen Victoria Hospital)	309
Hillside Village	217	Mount Ida Mews	311
Hilltop House	219	Mount St Joseph Hospital	313
Hilton Villa	221	Mount St. Mary Hospital	315
Holy Family Hospital	223	Mountain Lake Seniors' Community Ltd.	317
Holyrood Manor	225	Mountain View Lodge (Lillooet Hosp HCtr)	319
Houston Health Centre	227	Mountain View Manor at Delta Hospital	321
		Mountainview Lodge – Kitimat General Hospital	323
		Mountainview Village	325
		MSA Manor	327
		Mt Tolmie Hospital	329
I			
Inglewood Care Centre	229		
J			
Jackman Manor	231	N	
Jackson House Long Term Care	233	Nanaimo Seniors Village	331
James Bay Care Centre	235	Nanaimo Traveller's Lodge	333
Joseph Creek Village	237	Nelson Jubilee Manor	335
Jubilee Lodge	239	New Horizons Community of Care	337
		New Vista Care Home	339
		Noric House	341
		Normanna	343
		Normanna	343
		Northcrest Care Centre	345
		Northern Haida Gwaii Hospital & Health Centre	347
		O	
		Oak Bay Lodge	349
		Orchard Haven (South Similkameen Health Centre)	351
		Overlander	353
		P	
		Parkside	355
		Parkview Place	357
		Peace Arch ECU-Hogg & Weatherby Pavilions	359
		Peace Portal Lodge	361
		Peace Villa	363
		Picadilly Care Centre	365
		Pine Acres Home	367
		Pine Grove Lodge	369
		Pinegrove Place	371
		Pleasant Valley Manor	373
		Point Grey Private Hospital	375
		Polson Place (Vernon Jubilee Hospital)	377
		Ponderosa Lodge	379
		Poplar Ridge Pavilion (Kootenay Boundary Hospital)	381
		Powell River General Hospital – Evergreen ECU	383
		Purdy Pavilion	385
		Q	
		Qualicum Manor	387
		Queen Charlotte Islands General Hospital	389
		Queen's Park	391
K			
Kamloops Seniors Village	241		
Kimberley Special Care Home	243		
Kinsmen Lodge	245		
KinVillage West Court	247		
Kiwanis Care Centre (North Vancouver)	249		
Kiwanis Care Centre (New Westminster)	251		
Kiwanis Village Lodge	253		
Kopernik Lodge	255		
L			
Lady Minto Hospital	257		
Lake Country Lodge	259		
Lake View Care Centre	261		
Lakeshore Care Centre	263		
Lakeview Lodge	265		
Langley Gardens	267		
Langley Lodge	269		
Langley Memorial Hospital ECU	271		
Laurel Place	273		
Little Mountain Place	275		
Louis Brier Home and Hospital	277		
Luther Court	279		
Lynn Valley Care Centre	281		
M			
Mackenzie & District Hospital and Health Centre	283		
Madison Care Centre	285		
Malaspina Gardens	287		
Maple Ridge Seniors Village	289		
Maplewood House	291		

R

R.W. Large Memorial Hospital	393
Rainbow Care	395
Renfrew Care Centre	397
Rest Haven Lodge	399
Richmond Lions Manor Bridgeport	401
Ridgeview Lodge	403
Ridgewood Lodge (Princeton General Hospital)	405
Rocky Mountain Village	407
Rose Wood Village	409
Rosemary Heights Seniors Village	411
Rosewood Manor	413
Rotary Manor	415
Royal Arch Masonic Homes Society	417
Royal Ascot Care Centre	419
Royal City Manor	421

S

S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home	423
Saanich Peninsula Hospital	425
Selkirk Place	427
Sherwood Crescent Manor Ltd.	429
Shorncliffe	431
Sidney Care Home	433
Silver Kettle Village	435
Simon Fraser Lodge	437
Slocan Community Health Centre	439
Sluggett House	441
Spring Valley Care Centre Ltd.	443
St. Judes Anglican Home	445
St. Mary's Hospital – Totem Lodge ECU	447
St. Michael's Centre	449
St. Vincent's Hospital-Brock Fahrni Pavilion	451
St. Vincent's Langara	453
Stanford Place	455
Stuart Lake Hospital	457
Stuart Nechako Manor	459
Summerland Seniors Village	461
Sun Pointe Village	463
Suncreek Village	465
Sunnybank Retirement Home	467
Sunridge Place – The Arbours	469
Sutherland Hills	471
Swan Valley Lodge	473

T

Tabor Home	475
Talarico Place – Castlegar District Community Health Centre	477
Terrace View Lodge	479
The Cottage – Worthington Pavilion	481
The Fair Haven United Church Home (Burnaby)	483
The Fair Haven United Church Home (Vancouver)	485
The Gardens at Qualicum Beach	487
The Gateby	489
The Hamlets at Penticton	491

The Hamlets at Westsyde	493
The Heights at Mount View	495
The Kiwanis Pavilion	497
The Lodge on 4th	499
The Mayfair	501
The Pines	503
The Priory – Heritage Woods	505
The Priory – Hiscock	507
The Residence at Clayton Heights	509
The Residence at Morgan Heights	511
The Residence in Mission	513
The Views – St. Joseph's General Hospital	515
Three Links Care Centre	517
Three Links Manor	519
Trillium Lodge	521
Trinity Care Centre	523
Tsawaayuus – Rainbow Gardens	525

V

Valhaven Rest Home	527
Valleyhaven	529
Veterans Memorial Lodge at Broadmead	531
Victoria Chinatown Care Centre	533
Victoria Sunset Lodge	535
Victorian Community Health Centre of Kaslo	537
Villa Carital	539
Villa Cathay Care Home	541
Village at Mill Creek	543
Village at Smith Creek	545
Village by the Station	547

W

Waverly-Grosvenor House Ventures	549
West Shore Laylum	551
West Vancouver Care Centre	553
Westhaven	555
Westview Extended Care – Penticton Regional Hospital	557
Wexford Creek	559
White Rock Seniors Village	561
William Rudd	563
Williams Lake Seniors Village	565
Willingdon Care Centre	567
Willingdon Creek Village	569
Windermere Care Centre	571
Woodgrove Manor	573
Wrinch Memorial Hospital	575

Y

Yaletown House Society	577
Youville Residence	579
Yucalta Lodge	581

Z

Zion Park Manor	583
-----------------	-----

Facilities by Community (click on page number to go to page)

100 Mile House

Fischer Place/Mill Site Lodge 159

Abbotsford

Bevan Lodge Residential 31
 Maplewood House 291
 Menno Home 299
 Menno Hospital 301
 MSA Manor 327
 Sherwood Crescent Manor Ltd. 429
 Tabor Home 475
 The Cottage – Worthington Pavilion 481
 The Mayfair 501
 Valhaven Rest Home 527

Agassiz

Cheam Village 77
 Glenwood Care Centre 191

Aldergrove

Jackman Manor 231

Alert Bay

Cormorant Island Health Centre 97

Armstrong

Pleasant Valley Manor 373

Ashcroft

Jackson House Long Term Care 233

Bella Bella

R.W. Large Memorial Hospital 393

Bella Coola

Bella Coola General Hospital 27

Brentwood Bay

Brentwood House 43
 Sluggett House 441

Burnaby

Carlton Gardens Care Centre 63
 Dania Home 111
 Fellburn Care Centre 151
 Finnish Manor 155
 George Derby Centre 177
 Harmony Court Care Centre 201
 New Vista Care Home 339
 Normanna 343
 St. Michael’s Centre 449
 The Fair Haven United Church Home 483
 Willingdon Care Centre 567

Burns Lake

The Pines 503

Campbell River

Evergreen Seniors Home 149
 New Horizons Community of Care 337
 Yucalta Lodge 581

Castlegar

Castleview Care Centre 69
 Talarico Place – Castlegar District Community
 Health Centre 477

Chemainus

Chemainus Health Care Centre 79

Chetwynd

Chetwynd Hospital 83

Chilliwack

Bradley Center 39
 Cascade Lodge 67
 Eden Care Centre 141
 Heritage Village 213
 Valleyhaven 529
 Waverly-Grosvenor House Ventures 549

Clearwater

Forest View Place 163

Comox

The Views – St. Joseph’s General Hospital 515

Coquitlam

Belvedere Care Centre 29
 Cartier House 65
 Dufferin Care Centre 127
 Foyer Maillard 169
 Lakeshore Care Centre 263
 Madison Care Centre 285

Courtenay

Comox Valley Seniors Village 95
 Glacier View Lodge 185

Cranbrook

Dr. F. W. Green Memorial Home 125
 Joseph Creek Village 237

Creston

Crest View Village 105
 Swan Valley Lodge 473

Cumberland

Cumberland Lodge 107

Dawson Creek

Rotary Manor 415

Delta

Delta View Habilitation Centre 117
 Delta View Life Enrichment 115
 KinVillage West Court 247
 Mountain View Manor at Delta Hospital 321
 Northcrest Care Centre 345
 West Shore Laylum 551

Duncan

Cairnsmore Place 57
 Cerwydden Care Home 75
 Sunridge Place – The Arbours 469

Enderby

Parkview Place 357

Esquimalt

Victoria Sunset Lodge 535

Fernie

Rocky Mountain Village 407

Fort Nelson

Fort Nelson Multi Level Unit 167

Fort St. James

Stuart Lake Hospital 457

Fort St. John	
Peace Villa	363
Gibsons	
Christenson Village	85
Golden	
Henry Durand Manor	209
Grand Forks	
Hardy View Lodge	199
Silver Kettle Village	435
Hazelton	
Wrinch Memorial Hospital	575
Hope	
Fraser Hope Lodge	171
Houston	
Houston Health Centre	227
Invermere	
Columbia Garden Village	87
Columbia House – Invermere District Hospital ...	89
Kamloops	
Brocklehurst Gemstone Care Centre	47
Kamloops Seniors Village	241
Overlander	353
Pine Grove Lodge	369
Ponderosa Lodge	379
Ridgeview Lodge	403
The Hamlets at Westsyde	493
Kaslo	
Victorian Community Health Centre of Kaslo	537
Kelowna	
Brandt's Creek Mews	41
Cottonwoods Care Centre	99
David Lloyd Jones	113
Mountainview Village	325
Spring Valley Care Centre Ltd.	443
Sun Pointe Village	463
Sutherland Hills	471
Three Links Manor	519
Village at Mill Creek	543
Keremeos	
Orchard Haven (South Similkameen Health Centre)	351
Kimberley	
Kimberley Special Care Home	243
Kitimat	
Mountainview Lodge – Kitimat General Hospital	323
Ladysmith	
The Lodge on 4th	499
Langford	
The Priory – Heritage Woods	505
The Priory – Hiscock	507
Langley	
Fort Langley Seniors Community	165
Langley Gardens	267
Langley Lodge	269
Langley Memorial Hospital ECU	271
Lillooet	
Mountain View Lodge (Lillooet Hosp HCU)	319
Lumby	
Monashee Mews	305
Mackenzie	
Mackenzie & District Hospital and Health Centre	283
Maple Ridge	
Baillie House	17
Holyrood Manor	225
Maple Ridge Seniors Village	289
Masset	
Northern Haida Gwaii Hospital & Health Centre .	347
McBride	
McBride & District Hospital	295
Merritt	
Gillis House	183
Mission	
The Residence in Mission	513
Nakusp	
Arrow Lakes Hospital – Minto	11
Nanaimo	
Dufferin Place	129
Kiwanis Village Lodge	253
Malaspina Gardens	287
Nanaimo Seniors Village	331
Nanaimo Traveller's Lodge	333
Wexford Creek	559
Woodgrove Manor	573
Nelson	
Mountain Lake Seniors' Community Ltd.	317
Nelson Jubilee Manor	335
New Denver	
Slocan Community Health Centre	439
New Westminster	
Buchanan Lodge	53
Kiwanis Care Centre	251
Queen's Park	391
Royal City Manor	421
William Rudd	563
North Vancouver	
Cedarview Lodge	71
Evergreen House EC (Lions Gate Hospital)	147
Kiwanis Care Centre (North Vancouver)	249
Lynn Valley Care Centre	281
Oliver	
McKinney Place – South Okanagan General Hospital	297
Sunnybank Retirement Home	467
Osoyoos	
Mariposa Gardens	293
Parksville	
Arrowsmith Lodge	13
Stanford Place	455
Trillium Lodge	521
Penticton	
Haven Hill	205
The Hamlets at Penticton	491
Trinity Care Centre	523
Village by the Station	547
Westview Extended Care – Penticton Regional Hospital	557

Port Alberni		
Echo Village	139	
Fir Park Village	157	
Tsawaayuus – Rainbow Gardens	525	
Westhaven	555	
Port Coquitlam		
Hawthorne Seniors Care Community	207	
Port Hardy		
Eagle Ridge Manor	135	
Port Moody		
Eagle Ridge Manor (ECU)	137	
Powell River		
Powell River General Hospital – Evergreen ECU ..	383	
Willingdon Creek Village	569	
Prince George		
Birchview Residence	33	
Gateway Lodge Complex Care	175	
Jubilee Lodge	239	
Parkside	355	
Rainbow Care	395	
Simon Fraser Lodge	437	
Prince Rupert		
Acropolis Manor	5	
Princeton		
Ridgewood Lodge (Princeton General Hospital)	405	
Qualicum Beach		
Eagle Park Health Care Facility	133	
Qualicum Manor	387	
The Gardens at Qualicum Beach	487	
Queen Charlotte		
Queen Charlotte Islands General Hospital	389	
Quesnel		
Dunrovin Park Lodge	131	
Revelstoke		
Mount Cartier Court (Queen Victoria Hospital) ..	309	
Richmond		
Fraserview Retirement Community	173	
Minoru Residence	303	
Pinegrove Place	371	
Richmond Lions Manor Bridgeport	401	
Rosewood Manor	413	
Saanich		
Luther Court	279	
The Heights at Mount View	495	
Veterans Memorial Lodge at Broadmead	531	
Saanichton		
Saanich Peninsula Hospital	425	
Salmon Arm		
Bastion Place	21	
Hillside Village	217	
Mount Ida Mews	311	
Picadilly Care Centre	365	
Salt Spring Island		
Greenwoods Eldercare Society	195	
Lady Minto Hospital	257	
Sechelt		
Shorncliffe	431	
St. Mary’s Hospital – Totem Lodge ECU	447	
Shawnigan Lake		
Acacia Ty Mawr	3	
Sidney		
Rest Haven Lodge	399	
Sidney Care Home	433	
Smithers		
Bulkley Lodge	55	
Sooke		
Ayre Manor	15	
Squamish		
Hilltop House	219	
Summerland		
Dr. Andrew Pavilion – Summerland Health Centre	123	
Summerland Seniors Village	461	
Surrey		
Brookside Lodge	51	
CareLife Fleetwood	61	
Cherington Place	81	
Crescent Gardens	103	
Czorny Alzheimer Centre	109	
Elim Village, The Harrison/Harrison West	143	
Fleetwood Place	161	
Guildford Seniors	197	
Hilton Villa	221	
Kinsmen Lodge	245	
Laurel Place	273	
Morgan Place	307	
Rosemary Heights Seniors Village	411	
Suncreek Village	465	
The Residence at Clayton Heights	509	
The Residence at Morgan Heights	511	
Zion Park Manor	583	
Terrace		
Terrace View Lodge	479	
Trail		
Columbia View Lodge	91	
Poplar Ridge Pavilion (Kootenay Boundary Hospital)	381	
Rose Wood Village	409	
Vancouver		
Adanac Park Lodge	7	
Arbutus Care Centre	9	
Banfield	19	
Blenheim Lodge	35	
Braddan Private Hospital	37	
Broadway Pentecostal Lodge	45	
Central City Lodge	73	
Columbus Residence	93	
Dogwood Lodge	121	
Finnish Home	153	
George Pearson	179	
German Canadian Care Home	181	
Haro Park Centre	203	
Holy Family Hospital	223	
Kopernik Lodge	255	
Lake View Care Centre	261	
Little Mountain Place	275	
Louis Brier Home and Hospital	277	
Mount St Joseph Hospital	313	
Point Grey Private Hospital	375	
Purdy Pavilion	385	

Renfrew Care Centre	397	Glenwarren Private Hospital	189
Royal Arch Masonic Homes Society	417	Gorge Road Hospital	193
Royal Ascot Care Centre	419	James Bay Care Centre	235
St. Judes Anglican Home	445	Mount St. Mary Hospital	315
St. Vincent's Hospital-Brock Fahrni Pavilion	451	Mt Tolmie Hospital	329
St. Vincent's Langara	453	Oak Bay Lodge	349
S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home	423	Selkirk Place	427
The Fair Haven United Church Home	485	The Kiwanis Pavilion	497
Three Links Care Centre	517	Victoria Chinatown Care Centre	533
Villa Carital	539	West Kelowna	
Villa Cathay Care Home	541	Brookhaven Care Centre	49
Windermere Care Centre	571	Lakeview Lodge	265
Yaletown House Society	577	Pine Acres Home	367
Youville Residence	579	Village at Smith Creek	545
Vanderhoof		West Vancouver	
Stuart Nechako Manor	459	Capilano Care Centre	59
Vernon		Inglewood Care Centre	229
Creekside Landing	101	West Vancouver Care Centre	553
Heritage Square	211	White Rock	
Heron Grove	215	Evergreen Baptist Home	145
Noric House	341	Peace Arch ECU-Hogg & Weatherby Pavilions ...	359
Polson Place (Vernon Jubilee Hospital)	377	Peace Portal Lodge	361
The Gateby	489	White Rock Seniors Village	561
Victoria		Williams Lake	
Aberdeen Hospital	1	Deni House	119
Beacon Hill Villa	23	Williams Lake Seniors Village	565
Beckley Farm Lodge	25	Winfield	
Glengarry Hospital	187	Lake Country Lodge	259

St. Vincent's Hospital-Brock Fahrni Pavilion	451	Gorge Road Hospital	193
St. Vincent's Langara	453	Greenwoods Eldercare Society	195
S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home	423	James Bay Care Centre	235
The Fair Haven United Church Home (Vancouver) ...	485	Kiwanis Village Lodge	253
Three Links Care Centre	517	Lady Minto Hospital	257
Villa Carital	539	Luther Court	279
Villa Cathay Care Home	541	Malaspina Gardens	287
West Vancouver Care Centre	553	Mount St. Mary Hospital	315
Willingdon Creek Village	569	Mt Tolmie Hospital	329
Windermere Care Centre	571	Nanaimo Seniors Village	331
Yaletown House Society	577	Nanaimo Traveller's Lodge	333
Youville Residence	579	New Horizons Community of Care	337
		Oak Bay Lodge	349
		Qualicum Manor	387
		Rest Haven Lodge	399
		Saanich Peninsula Hospital	425
		Selkirk Place	427
		Sidney Care Home	433
		Sluggett House	441
		Stanford Place	455
		Sunridge Place - The Arbours	469
		The Gardens at Qualicum Beach	487
		The Heights at Mount View	495
		The Kiwanis Pavilion	497
		The Lodge on 4th	499
		The Priory – Heritage Woods	505
		The Priory – Hiscock	507
		The Views – St. Joseph's General Hospital	515
		Trillium Lodge	521
		Tsawaayuus – Rainbow Gardens	525
		Veterans Memorial Lodge at Broadmead	531
		Victoria Chinatown Care Centre	533
		Victoria Sunset Lodge	535
		Westhaven	555
		Wexford Creek	559
		Woodgrove Manor	573
		Yucalta Lodge	581
Vancouver Island			
Aberdeen Hospital	1		
Acacia Ty Mawr	3		
Arrowsmith Lodge	13		
Ayre Manor	15		
Beacon Hill Villa	23		
Beckley Farm Lodge	25		
Brentwood House	43		
Cairnsmore Place	57		
Cerwydden Care Home	75		
Chemainus Health Care Centre	79		
Comox Valley Seniors Village	95		
Cormorant Island Health Centre	97		
Cumberland Lodge	107		
Dufferin Place	129		
Eagle Park Health Care Facility	133		
Eagle Ridge Manor	135		
Echo Village	139		
Evergreen Seniors Home	149		
Fir Park Village	157		
Glacier View Lodge	185		
Glengarry Hospital	187		
Glenwarren Private Hospital	189		



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/aberdeen-hospital-island/>

Facility	Aberdeen Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1450 Hillside Ave.	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Victoria, BC V8T 2B7	Accreditation status	Accredited
Phone number	(250) 370-5648	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 370-5678
Opened	1982	Current language(s) spoken by staff	English
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator & Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.91
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.27

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	19
Publicly funded beds (short- and long-term)	100	Semi-private rooms	4
Total beds	100	Multi-person rooms	25

Source: * Ministry of Health; ** Facility

Aberdeen Hospital QUICK FACTS *continued*

Inspection (as of Dec 7, 2016)			
Date of last inspection	18 Apr 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	1		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	0	Number substantiated complaints	0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	50.0%	13.2%
% of residents receiving recreation therapy	48.3%	27.9%
% of residents receiving occupational therapy	24.8%	7.6%
% of residents diagnosed with depression	47.8%	23.9%
% of residents receiving depression medication	60.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.4%	26.9%
Daily physical restraints	3.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/acacia-ty-mawr-island/>

Facility		Acacia Ty Mawr	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2655 E Shawnigan Lake	Accredited (Expiry date)	No
City/postal code	Shawnigan Lake, BC V0R 2W0	Accreditation status	N/A
Phone number	(250) 743-2124	Contact for complaints	Director of Care
Operator (name)	Acacia Ty Mawr Holdings Ltd.	Phone number of complaint contact	(250) 743-2124 ext 2
Opened	1940	Current language(s) spoken by staff	English, German, Indonesian, Dutch
Councils	Family only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	31
Publicly funded beds (short- and long-term)	35	Semi-private rooms	2
Total beds	35	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Acacia Ty Mawr QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			01 Apr 2016		Reason for licensing inspection			Follow-up	
Complaints			2015-16		Quantity		Complaints		
							2015-16		
							Quantity		
Number of licensing complaints			2		Number substantiated licensing complaints			0	
Incidents			2015-16						
			Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event
Abuse/neglect			0		0.0		1.0		Missing or wandering person
Fall with injury/Adverse event			6		17.1		11.9		Other injury
Food or other poisoning			0		0.0		0.1		Aggression between persons in care
									0
									0.0
									0.2
									0.6
									1.6
									1.6
									1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	10.5%	23.9%
% of residents receiving depression medication	65.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.9%	26.9%
Daily physical restraints	0.9%	9.1%

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/acropolis-manor-nha/>

Facility	Acropolis Manor		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1325 Summit Avenue	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Prince Rupert, BC V8J 4C1	Accreditation status	Accredited
Phone number	(250) 622-6400	Contact for complaints	Site Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 622-6450
Opened	2009	Current language(s) spoken by staff	Filipino, Portuguese, Italian, Punjabi, Hindi, Tsimshain, Cebuano, English
Councils	Separate & Combined Resident & Family Councils	Meetings held	Regular Schedule
Food services provided by:	Operator	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	No	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	49
Publicly funded beds (short- and long-term)	61	Semi-private rooms	6
Total beds	61	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Acropolis Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			06 Jun 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.6		1.0		Missing or wandering person	
Fall with injury/Adverse event			10		16.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.1%	13.2%
% of residents receiving recreation therapy	1.8%	27.9%
% of residents receiving occupational therapy	2.8%	7.6%
% of residents diagnosed with depression	23.1%	23.9%
% of residents receiving depression medication	40.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12.9%	26.9%
Daily physical restraints	21.8%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880424-prince-rupert-acropolis-manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/adanac-park-lodge-vcha/>

Facility		Adanac Park Lodge	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	851 Boundary Road	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V5K 4T2	Accreditation status	N/A
Phone number	(604) 299-7567	Contact for complaints	Site Leader / Manager
Operator (name)	Little Mountain Residential Care and Housing Society	Phone number of complaint contact	(604) 299-7567 ext 345
Opened	2000	Current language(s) spoken by staff	Info not available
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day	0.24
Total 2015/16 funded direct care hours per resident per day	3.28

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	67
Publicly funded beds (short- and long-term)	73	Semi-private rooms	3
Total beds	73	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Adanac Park Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			09 Aug 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			14		19.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									10	
									13.7	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.7%	13.2%
% of residents receiving recreation therapy	69.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	26.1%	23.9%
% of residents receiving depression medication	66.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	52.1%	26.9%
Daily physical restraints	9.3%	9.1%

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	Specialized products as required

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/arbutus-care-centre-vcha/>

Facility	Arbutus Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	4505 Valley Drive	Accredited (Expiry date)	Yes (Sep 2017)
City/postal code	Vancouver, BC 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, South Asian languages, Farsi, Spanish
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.45
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	2.68

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	58
Publicly funded beds (short- and long-term)	152	Semi-private rooms	49
Total beds	156	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Arbutus Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			29 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			2		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	0.6	1.6
Fall with injury/Adverse event		25	16.0	11.9	Other injury		2	1.3	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2	1.3	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	11.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	18.6%	23.9%
% of residents receiving depression medication	24.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.3%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/arrow-lakes-hospital-minto-ih/>

Facility			
Facility	Arrow Lakes Hospital – Minto		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	97 1st Street	Accredited (Expiry date)	Yes (2015)
City/postal code	Nakusp, BC V0G 1R0	Accreditation status	Accredited
Phone number	(250) 265-5233	Contact for complaints	Patient Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 265-4317
Opened	1980	Current language(s) spoken by staff	English, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.93
Funded Allied Health hours per resident per day	0.51
Total 2015/16 funded direct care hours per resident per day	3.44

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	15
Publicly funded beds (short- and long-term)	16	Semi-private rooms	0
Total beds	16	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Arrow Lakes Hospital – Minto QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			07 Oct 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			5		31.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	43.5%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	7.8%	7.6%
% of residents diagnosed with depression	6.3%	23.9%
% of residents receiving depression medication	48.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.7%	26.9%
Daily physical restraints	0.0%*	9.1%

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	No	Other fees	

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/arrowsmith-lodge-island/>

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

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	75
Publicly funded beds (short- and long-term)	75	Semi-private rooms	0
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Arrowsmith Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			28 Apr 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			3		Number substantiated licensing complaints			2		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		2.7		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		12.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.8%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	31.0%	23.9%
% of residents receiving depression medication	57.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.6%	26.9%
Daily physical restraints	21.9%	9.1%

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/arrowsmith_lodge.htm http://arrowsmithlodge.ca/arrowsmith-overview/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/ayre-manor-island/>

Facility	Ayre Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6764 Ayre Rd	Accredited (Expiry date)	No
City/postal code	Sooke, BC V9Z1K1	Accreditation status	N/A
Phone number	(250) 642-1750	Contact for complaints	Director Resident Care
Operator (name)	Sooke Elderly Citizens Housing Society	Phone number of complaint contact	250) 642-1750 ext 105
Opened	2008	Current language(s) spoken by staff	English
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	32
Publicly funded beds (short- and long-term)	30	Semi-private rooms	0
Total beds	32	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			01 Dec 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			2		Number substantiated licensing complaints			1	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	1	3.1	1.6
Fall with injury/Adverse event			4	12.5	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	4.1%	27.9%
% of residents receiving occupational therapy	0.8%	7.6%
% of residents diagnosed with depression	44.5%	23.9%
% of residents receiving depression medication	66.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.9%	26.9%
Daily physical restraints	17.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/baillie-house-fha/>

Facility	Baillie House		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	11666 Laity St	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Maple Ridge, BC V2X 7G5	Accreditation status	Info not available
Phone number	(604) 476-7888	Contact for complaints	Manager Resident Care
Operator (name)	Fraser Health	Phone number of complaint contact	1st/2nd floor: (604) 466-7933 3rd floor: (604) 466-7935
Opened	2006	Current language(s) spoken by staff	English
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	3.05
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.42

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	116
Publicly funded beds (short- and long-term)	148	Semi-private rooms	16
Total beds	148	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			23 Jun 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		2	1.4	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	0.7	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		11	7.4	11.9	Other injury		3	2.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	19.2%	13.2%
% of residents receiving recreation therapy	59.5%	27.9%
% of residents receiving occupational therapy	8.7%	7.6%
% of residents diagnosed with depression	17.1%	23.9%
% of residents receiving depression medication	50.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.0%	26.9%
Daily physical restraints	5.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/banfield-vcha/>

Facility	Banfield		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2785 Ash Street	Accredited (Expiry date)	Yes (2016)
City/postal code	Vancouver, BC V5Z 1M9	Accreditation status	Accredited
Phone number	(604) 875-4111	Contact for complaints	Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 875-4111 ext 68957
Opened	1980	Current language(s) spoken by staff	English, French, Mandarin, Japanese, Cantonese, Punjabi, Hindi, Tagalog, Swahili
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	No (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.79
Funded Allied Health hours per resident per day	0.27
Total 2015/16 funded direct care hours per resident per day	3.06

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	17
Publicly funded beds (short- and long-term)	156	Semi-private rooms	13
Total beds	156	Multi-person rooms	36

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		07 Jun 2016		Reason for licensing inspection		07 Jun 2016	
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		Info not available		Number substantiated licensing complaints		Info not available	
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event	3	1.9	11.9	Other injury	1	0.6	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	42.1%	13.2%
% of residents receiving recreation therapy	1.1%	27.9%
% of residents receiving occupational therapy	20.7%	7.6%
% of residents diagnosed with depression	24.4%	23.9%
% of residents receiving depression medication	35.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.6%	26.9%
Daily physical restraints	4.0%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/bastion-place-iha/>

Facility		Bastion Place	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	700 11 St. NE	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Salmon Arm, BC V1E 4P9	Accreditation status	Accredited
Phone number	(250) 833-3616	Contact for complaints	Residential Care Coordinator / Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 803-4539 / (250) 803-4538
Opened	1991	Current language(s) spoken by staff	Croatian, German, Russian, Ukrainian, Filipino, Tagalog
Councils	Separate Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.78
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	60
Publicly funded beds (short- and long-term)	80	Semi-private rooms	2
Total beds	80	Multi-person rooms	6

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			07 Dec 2015		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.3	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	1.3	1.0	Missing or wandering person		3	3.8	1.6
Fall with injury/Adverse event		0	0.0	11.9	Other injury		1	1.3	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	10.6%	13.2%
% of residents receiving recreation therapy	1.1%	27.9%
% of residents receiving occupational therapy	8.1%	7.6%
% of residents diagnosed with depression	34.9%	23.9%
% of residents receiving depression medication	50.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24.3%	26.9%
Daily physical restraints	12.7%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/beacon-hill-villa-island/>

Facility		Beacon Hill Villa	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	635 Superior St	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Victoria, BC V8V 1V1	Accreditation status	Accredited
Phone number	(250) 383-5447	Contact for complaints	General Manager / Director of Care
Operator (name)	Retirement Concepts	Phone number of complaint contact	(250) 383-5447
Opened	1991	Current language(s) spoken by staff	Info not available
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	66
Publicly funded beds (short- and long-term)	80	Semi-private rooms	7
Total beds	80	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Beacon Hill Villa QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)																		
Date of last licensing inspection			22 Sep 2016		Reason for licensing inspection			Complaint										
Complaints			2015-16		Quantity		Complaints		2015-16		Quantity							
Number of licensing complaints			6		Number substantiated licensing complaints			3										
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds		2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event			0		0.0		0.2		
Abuse/neglect			0		0.0		1.0		Missing or wandering person			1		1.3		1.6		
Fall with injury/Adverse event			21		26.3		11.9		Other injury			0		0.0		1.6		
Food or other poisoning			0		0.0		0.1		Aggression between persons in care			6		7.5		1.5		

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.2%	13.2%
% of residents receiving recreation therapy	31.7%	27.9%
% of residents receiving occupational therapy	2.2%	7.6%
% of residents diagnosed with depression	26.2%	23.9%
% of residents receiving depression medication	45.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.6%	26.9%
Daily physical restraints	15.2%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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 labelling

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/beacon_hill_villa.htm
http://www.retirementconcepts.com/locations/beacon-hill-villa/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/beckley-farm-lodge-island/>

Facility			
Beckley Farm Lodge			
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	530 Simcoe St	Accredited (Expiry date)	No
City/postal code	Victoria, BC V8V 4W4	Accreditation status	N/A
Phone number	(250) 381-4421	Contact for complaints	Director Resident & Outreach Services / Director of Finance & Admin
Operator (name)	Beckley Farm Lodge Society	Phone number of complaint contact	(250) 381-4421 ext 234 / (250) 381-4421 ext 225
Opened	1981	Current language(s) spoken by staff	Many, specifics unavailable
Councils	Combined Resident & Family	Visitor parking (cost)	No
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	65
Publicly funded beds (short- and long-term)	65	Semi-private rooms	0
Total beds	65	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Beckley Farm Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			11 Aug 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16							
			Total Number		Per 100 beds		BC Avg / 100 beds			
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			14		21.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									3	
									4.6	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.1%	13.2%
% of residents receiving recreation therapy	1.1%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	16.0%	23.9%
% of residents receiving depression medication	56.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.0%	26.9%
Daily physical restraints	33.1%	9.1%

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	Walker/wheelchair cleaning. Clothing labelling

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Bella Coola General Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	1025 Elcho Street	Accredited (Expiry date)	Yes (Sep 2016)
City/postal code	Bella Coola, BC V0T 1C0	Accreditation status	Accredited
Phone number	(250) 799-5311	Contact for complaints	Program Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(250) 799-5311
Opened	1980	Current language(s) spoken by staff	English
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	5
Publicly funded beds (short- and long-term)	5	Semi-private rooms	0
Total beds	5	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Bella Coola General Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		16 Jun 2016		Reason for licensing inspection			Routine
Complaints		2015-16		Quantity		Complaints	
2015-16		Quantity		Complaints		2015-16	
Number of licensing complaints		Suppressed		Number substantiated licensing complaints			Suppressed
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	
2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		Suppressed		0.7	Medication error with adverse event		Suppressed
Abuse/neglect		Suppressed		1.0	Missing or wandering person		Suppressed
Fall with injury/Adverse event		Suppressed		11.9	Other injury		Suppressed
Food or other poisoning		Suppressed		0.1	Aggression between persons in care		Suppressed

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Suppressed	13.2%
% of residents receiving recreation therapy	Suppressed	27.9%
% of residents receiving occupational therapy	Suppressed	7.6%
% of residents diagnosed with depression	Suppressed	23.9%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	26.9%
Daily physical restraints	Suppressed	9.1%

Source: Canadian Institute for Health 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	

Source: Facility

Link to web page

<http://www.vch.ca/locations-and-services/find-health-services/residential-care/central-coast-residential-care/bella-coola-general-hospital/>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/belvedere-care-centre-fha/>

Facility			
Belvedere Care Centre			
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	739 Alderson Avenue	Accredited (Expiry date)	Yes (Apr 2017)
City/postal code	Coquitlam, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.49
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.78

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	92	Private rooms	146
Publicly funded beds (short- and long-term)	56	Semi-private rooms	2
Total beds	148	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Belvedere Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			02 Aug 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.7		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			4		2.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	7.7%	13.2%
% of residents receiving recreation therapy	54.9%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	29.3%	23.9%
% of residents receiving depression medication	34.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	9.9%	26.9%
Daily physical restraints	9.5%	9.1%

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	Clothing labelling fee

Source: Facility

Link to web page

<http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/belvedere-care-centre>
<http://www.belvederecare.com/>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/bevan-lodge-residential-fha/>

Facility		Bevan Lodge Residential	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	33386 Bevan Ave.	Accredited (Expiry date)	No
City/postal code	Abbotsford, BC V2S 5G6	Accreditation status	N/A
Phone number	(604) 850-5416	Contact for complaints	Executive Director
Operator (name)	Trillium Care Services Inc.	Phone number of complaint contact	(604) 850-5416 ext 122
Opened	Info not available	Current language(s) spoken by staff	English, Punjabi, French, Hindi, Cantonese, Tagalog
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.32
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.61

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	71	Private rooms	105
Publicly funded beds (short- and long-term)	44	Semi-private rooms	5
Total beds	115	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Bevan Lodge Residential QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		10 Nov 2016		Reason for licensing inspection			Follow-up
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		3		Number substantiated licensing complaints			2
Incidents		2015-16					
		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number
							Per 100 beds
							BC Avg / 100 beds
Disease outbreak or occurrence		1	0.9	0.7	Medication error with adverse event		1
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1
Fall with injury/Adverse event		16	13.9	11.9	Other injury		5
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Not reported	13.2%
% of residents receiving recreation therapy	Not reported	27.9%
% of residents receiving occupational therapy	Not reported	7.6%
% of residents diagnosed with depression	Not reported	23.9%
% of residents receiving depression medication	Not reported	47.8%
Taken antipsychotics without a diagnosis of psychosis	Not reported	26.9%
Daily physical restraints	Not reported	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Birchview Residence		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7780 Hart Hwy	Accredited (Expiry date)	No
City/postal code	Prince George, BC V2K 2B3	Accreditation status	N/A
Phone number	(778) 415-9790	Contact for complaints	Deborah Schofield
Operator (name)	Birchview Residences Limited	Phone number of complaint contact	(778) 415-9790
Opened	2016	Current language(s) spoken by staff	English, French
Councils	Family only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	12	Private rooms	18
Publicly funded beds (short- and long-term)	7	Semi-private rooms	1
Total beds	19	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Birchview Residence QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		07 Oct 2016		Reason for licensing inspection			Routine
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		Info not available		Number substantiated licensing complaints			Info not available
Incidents		2015-16		Total Number		Per 100 beds	
						BC Avg / 100 beds	
Disease outbreak or occurrence		Info not available		0.7		Medication error with adverse event	
						Info not available	
Abuse/neglect		Info not available		1.0		Missing or wandering person	
						Info not available	
Fall with injury/Adverse event		Info not available		11.9		Other injury	
						Info not available	
Food or other poisoning		Info not available		0.1		Aggression between persons in care	
						Info not available	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Not reported	13.2%
% of residents receiving recreation therapy	Not reported	27.9%
% of residents receiving occupational therapy	Not reported	7.6%
% of residents diagnosed with depression	Not reported	23.9%
% of residents receiving depression medication	Not reported	47.8%
Taken antipsychotics without a diagnosis of psychosis	Not reported	26.9%
Daily physical restraints	Not reported	9.1%

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	

Source: Facility

Link to web page



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/blenheim-lodge-vcha/>

Facility		Blenheim Lodge	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3263 Blenheim Street	Accredited (Expiry date)	No
City/postal code	Vancouver, BC 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 Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.34
Funded Allied Health hours per resident per day	0.18
Total 2015/16 funded direct care hours per resident per day	2.52

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	62
Publicly funded beds (short- and long-term)	94	Semi-private rooms	17
Total beds	96	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Blenheim Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		09 Jun 2016		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		Info not available		Number substantiated licensing complaints		Info not available	
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	1	1.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	0	0.0	1.0	Missing or wandering person	6	6.3	1.6
Fall with injury/Adverse event	29	30.2	11.9	Other injury	0	0.0	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	88.0%	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	21.1%	23.9%
% of residents receiving depression medication	41.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.7%	26.9%
Daily physical restraints	2.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/braddan-private-hospital-vcha/>

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

Funding	
Funded nursing care hours per resident per day	2.63
Funded Allied Health hours per resident per day	0.13
Total 2015/16 funded direct care hours per resident per day	2.76

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	22
Publicly funded beds (short- and long-term)	60	Semi-private rooms	20
Total beds	62	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Braddan Private Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			05 Feb 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		3	4.8	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.4%	13.2%
% of residents receiving recreation therapy	94.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	11.3%	23.9%
% of residents receiving depression medication	33.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.0%	26.9%
Daily physical restraints	13.2%	9.1%

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	Hairdressing, foot care

Source: Facility

Link to web page

<http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/braddan-private-hospital/>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/bradley-center-fha/>

Facility			
Bradley Center			
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	45600 Menholm Rd	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Chilliwack, BC V2P 1P7	Accreditation status	Commendation
Phone number	(604) 795-4103	Contact for complaints	Manager – Kim Norman
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 795-4103
Opened	Info not available	Current language(s) spoken by staff	English, Cantonese, Mandarin, Punjabi
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.10
Funded Allied Health hours per resident per day	0.24
Total 2015/16 funded direct care hours per resident per day	3.33

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	6
Publicly funded beds (short- and long-term)	90	Semi-private rooms	2
Total beds	90	Multi-person rooms	20

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		03 Nov 2016		Reason for licensing inspection			Routine
Complaints 2015-16		Quantity		Complaints 2015-16			Quantity
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents 2015-16	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	1	1.1	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	1	1.1	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event	3	3.3	11.9	Other injury	0	0.0	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	2	2.2	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	15.2%	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	25.5%	23.9%
% of residents receiving depression medication	47.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12.0%	26.9%
Daily physical restraints	2.8%	9.1%

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	Special equipment, hairdresser, Foot care nurse, hip protectors

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/brandts-creek-mews-ih/>

Facility			
Facility	Brandt's Creek Mews		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2081 Cross Rd	Accredited (Expiry date)	Yes (Jan 2017)
City/postal code	Kelowna, BC V1V 2G2	Accreditation status	Primer
Phone number	(778) 478-8800	Contact for complaints	Community Administrator
Operator (name)	InSite Housing & Hospitality & Health Services Inc.	Phone number of complaint contact	(778) 478-8800
Opened	2009	Current language(s) spoken by staff	English, French, German, Punjabi, Filipino, Russian, Polish
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	102
Publicly funded beds (short- and long-term)	100	Semi-private rooms	0
Total beds	102	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Brandt's Creek Mews QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			28 Jul 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16							
			Total Number		Per 100 beds		BC Avg / 100 beds			
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			11		10.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	20.2%	13.2%
% of residents receiving recreation therapy	60.2%	27.9%
% of residents receiving occupational therapy	8.8%	7.6%
% of residents diagnosed with depression	43.2%	23.9%
% of residents receiving depression medication	62.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.1%	26.9%
Daily physical restraints	23.5%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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, Foot care nurse, Dental hygienist, cable TV/internet, telephone

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/brentwood-house-island/>

Facility	Brentwood House		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1167 Stelly's Cross Road	Accredited (Expiry date)	Yes (Nov 2016)
City/postal code	Brentwood Bay, BC V8M 1H4	Accreditation status	Exemplary
Phone number	(250) 652-0634	Contact for complaints	Manager
Operator (name)	Beacon Community Services	Phone number of complaint contact	(250) 589-3354
Opened	2006	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	2.93

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	17
Publicly funded beds (short- and long-term)	15	Semi-private rooms	0
Total beds	17	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Brentwood House QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			30 Oct 2015		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		52.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	5.2%	13.2%
% of residents receiving recreation therapy	3.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	18.1%	23.9%
% of residents receiving depression medication	65.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	2.1%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/broadway-pentecostal-lodge-vcha/>

Facility	Broadway Pentecostal Lodge		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1377 Lamey's Mill Rd	Accredited (Expiry date)	No
City/postal code	Vancouver, BC 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 (cost)	No
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.40
Funded Allied Health hours per resident per day	0.26
Total 2015/16 funded direct care hours per resident per day	2.66

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	114
Publicly funded beds (short- and long-term)	114	Semi-private rooms	0
Total beds	114	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Broadway Pentecostal Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			28 Apr 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		7.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.3%	13.2%
% of residents receiving recreation therapy	2.6%	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	31.1%	23.9%
% of residents receiving depression medication	42.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37.0%	26.9%
Daily physical restraints	5.7%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/brocklehurst-gemstone-care-centre-ih/>

Facility	Brocklehurst Gemstone Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1955 Tranquille Road	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Kamloops, BC V2B 3M4	Accreditation status	Exemplary
Phone number	(778) 470-2596	Contact for complaints	General Manager
Operator (name)	Riverside Retirement Centre Ltd.	Phone number of complaint contact	(778) 470-2596 ext 101
Opened	2013	Current language(s) spoken by staff	English, Filipino
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	5	Private rooms	126
Publicly funded beds (short- and long-term)	125	Semi-private rooms	4
Total beds	130	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Brocklehurst Gemstone Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			26 Oct 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.8		0.7		Medication error with adverse event	
Abuse/neglect			2		1.5		1.0		Missing or wandering person	
Fall with injury/Adverse event			18		13.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	21.6%	23.9%
% of residents receiving depression medication	51.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36.9%	26.9%
Daily physical restraints	9.2%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/brookhaven-care-centre-ih/>

Facility	Brookhaven Care Centre		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	1775 Shannon Lake Rd	Accredited (Expiry date)	Yes (Dec 2019)
City/postal code	West Kelowna, BC V4T 2N7	Accreditation status	Accredited
Phone number	(250) 862-4040	Contact for complaints	Resident Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 862-4040
Opened	1995	Current language(s) spoken by staff	English, French, Filipino, Hungarian, German, Spanish, Russian
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.20

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	Info not available
Publicly funded beds (short- and long-term)	104	Semi-private rooms	Info not available
Total beds	104	Multi-person rooms	Info not available

Source: * Ministry of Health; ** Facility

Brookhaven Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			14 Oct 2016		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		2	1.9	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		12	11.5	11.9	Other injury		8	7.7	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2	1.9	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.0%	13.2%
% of residents receiving recreation therapy	49.2%	27.9%
% of residents receiving occupational therapy	30.3%	7.6%
% of residents diagnosed with depression	17.8%	23.9%
% of residents receiving depression medication	44.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.3%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/brookside-lodge-fha/>

Facility	Brookside Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	19550 Fraser Highway	Accredited (Expiry date)	Yes (2018)
City/postal code	Surrey, BC V3S 6K5		
Phone number	(604) 530-6595	Accreditation status	Commendation
Operator (name)	Baybridge - Baltic Group (Brookside)	Contact for complaints	General Manager
Opened	2009	Phone number of complaint contact	(604) 530-6595 ext 101
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, Spanish, Hindi, Cantonese, Punjabi, Filipino , Hungarian
Food services provided by:	Operator	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.66
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	2.89

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	14	Private rooms	93
Publicly funded beds (short- and long-term)	89	Semi-private rooms	5
Total beds	103	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Brookside Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			16 May 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			13		12.6		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.8%	13.2%
% of residents receiving recreation therapy	54.9%	27.9%
% of residents receiving occupational therapy	3.4%	7.6%
% of residents diagnosed with depression	14.1%	23.9%
% of residents receiving depression medication	50.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.9%	26.9%
Daily physical restraints	13.8%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/buchanan-lodge-fha/>

Facility		Buchanan Lodge	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	409 Blair Ave	Accredited (Expiry date)	Yes (June 2019)
City/postal code	New Westminster, BC V3L 4A4	Accreditation status	Commendation
Phone number	(604) 522-7033	Contact for complaints	Sara Leibl
Operator (name)	Salvation Army	Phone number of complaint contact	(604) 517-4125
Opened	Info not available	Current language(s) spoken by staff	English, Mandarin, Cantonese, Hindi, Persian, Hebrew, Italian
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.71
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.06

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	104
Publicly funded beds (short- and long-term)	112	Semi-private rooms	4
Total beds	112	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Buchanan Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			19 Oct 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		2	1.8	1.0	Missing or wandering person		1	0.9	1.6
Fall with injury/Adverse event		8	7.1	11.9	Other injury		3	2.7	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2	1.8	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	15.5%	13.2%
% of residents receiving recreation therapy	7.6%	27.9%
% of residents receiving occupational therapy	2.8%	7.6%
% of residents diagnosed with depression	15.3%	23.9%
% of residents receiving depression medication	25.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.9%	26.9%
Daily physical restraints	7.1%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/bulkley-lodge-nha/>

Facility		Bulkley Lodge	
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3668 11th Avenue	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Smithers, BC V0J 2N0	Accreditation status	Accredited
Phone number	(250) 847-4443	Contact for complaints	Clinical Practise Lead / Residential Care Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 876-4543 / (250) 876-4548
Opened	1978	Current language(s) spoken by staff	English, Dutch, Polish
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.09
Funded Allied Health hours per resident per day	0.14
Total 2015/16 funded direct care hours per resident per day	3.39

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	67
Publicly funded beds (short- and long-term)	70	Semi-private rooms	3
Total beds	70	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			26 Sep 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		1	1.4	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	1.4	1.6
Fall with injury/Adverse event		5	7.1	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	1.4	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.9%	13.2%
% of residents receiving recreation therapy	82.6%	27.9%
% of residents receiving occupational therapy	21.9%	7.6%
% of residents diagnosed with depression	18.8%	23.9%
% of residents receiving depression medication	38.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	49.2%	26.9%
Daily physical restraints	23.0%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://northernhealth.ca/OurServices/Facilities.aspx?FacilityID=73



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cairnsmore-place-island/>

Facility	Cairnsmore Place		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	250 Cairnsmore Street	Accredited (Expiry date)	Yes (Apr 2017)
City/postal code	Duncan, BC V9L 4H2	Accreditation status	Accredited
Phone number	(250) 709-3080	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 709-3080
Opened	1965	Current language(s) spoken by staff	English, Punjabi
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	8
Publicly funded beds (short- and long-term)	100	Semi-private rooms	4
Total beds	100	Multi-person rooms	21

Source: * Ministry of Health; ** Facility

Cairnsmore Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	13 Apr 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	1		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	26.6%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	28.1%	7.6%
% of residents diagnosed with depression	20.5%	23.9%
% of residents receiving depression medication	56.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.1%	26.9%
Daily physical restraints	3.6%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/capilano-care-centre-vcha/>

Facility	Capilano Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	525 Clyde Avenue	Accredited (Expiry date)	Yes (Sep 2017)
City/postal code	West Vancouver, BC V7T 1C4	Accreditation status	Commendation
Phone number	(604) 926-6856	Contact for complaints	Director of Care
Operator (name)	Revera Long Term Care	Phone number of complaint contact	(604) 926-6856 ext 337
Opened	1992	Current language(s) spoken by staff	Farsi, Russian, Arabic, Cantonese, Mandarin, Hindi, German, Cree, Korean, Asmily, Filipino, French
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.50
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	2.73

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	76
Publicly funded beds (short- and long-term)	205	Semi-private rooms	48
Total beds	205	Multi-person rooms	11

Source: * Ministry of Health; ** Facility

Capilano Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			11 Apr 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			2		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	0.5	1.0	Missing or wandering person		6	2.9	1.6
Fall with injury/Adverse event		58	28.3	11.9	Other injury		5	2.4	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		23	11.2	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.3%	13.2%
% of residents receiving recreation therapy	28.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	45.2%	23.9%
% of residents receiving depression medication	48.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12.1%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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/
http://www.reveraliving.com/long-term-care/locations/capilano



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/carelife-fleetwood-fha/>

Facility	CareLife Fleetwood		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	8265 159th Street	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Surrey, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	3.76
Funded Allied Health hours per resident per day	0.42
Total 2015/16 funded direct care hours per resident per day	4.18

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	167
Publicly funded beds (short- and long-term)	191	Semi-private rooms	12
Total beds	191	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Care Life Fleetwood QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		28 Sep 2016		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
2015-16		Quantity		2015-16		Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints		0	
Incidents		2015-16		Total Number		Per 100 beds	
2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence		0		0.0		0.7	
Abuse/neglect		1		0.5		1.0	
Fall with injury/Adverse event		12		6.3		11.9	
Food or other poisoning		0		0.0		0.1	
Medication error with adverse event		0		0.0		0.2	
Missing or wandering person		8		4.2		1.6	
Other injury		1		0.5		1.6	
Aggression between persons in care		5		2.6		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	28.2%	13.2%
% of residents receiving recreation therapy	44.0%	27.9%
% of residents receiving occupational therapy	26.5%	7.6%
% of residents diagnosed with depression	14.9%	23.9%
% of residents receiving depression medication	37.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.8%	26.9%
Daily physical restraints	19.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page

<http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/carelife-fleetwood>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/carlton-gardens-care-centre-fha/>

Facility		Carlton Gardens Care Centre	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4108 Norfolk Street	Accredited (Expiry date)	Yes (2018)
City/postal code	Burnaby, BC V5G 0B4	Accreditation status	Accredited
Phone number	(604) 419-3000	Contact for complaints	General Manager
Operator (name)	Chartwell REIT	Phone number of complaint contact	(604) 419-3007
Opened	2012	Current language(s) spoken by staff	French, Amaharic, Cantonese, Croatian, Italian, Japanese, Korean, Punjabi, Spanish, Tagalog, Vietnamese, English
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.82

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	11	Private rooms	120
Publicly funded beds (short- and long-term)	117	Semi-private rooms	4
Total beds	128	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Carlton Gardens Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)

Date of last licensing inspection		26 Jul 2016		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
				2015-16		Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints		0	
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	0	0.0	1.0	Missing or wandering person	1	0.8	1.6
Fall with injury/Adverse event	10	7.8	11.9	Other injury	2	1.6	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)

	Facility	BC Avg
% of residents receiving physical therapy	7.5%	13.2%
% of residents receiving recreation therapy	8.0%	27.9%
% of residents receiving occupational therapy	1.0%	7.6%
% of residents diagnosed with depression	18.2%	23.9%
% of residents receiving depression medication	47.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.5%	26.9%
Daily physical restraints	4.0%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

Link to web page

<http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/carlton-gardens-care-centre>

<http://chartwell.com/Retirement-Homes/Chartwell-Carlton-Gardens-Care-Residence>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cartier-house-fha/>

Facility	Cartier House		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1419 Cartier St	Accredited (Expiry date)	Yes (2018)
City/postal code	Coquitlam, BC V3K 2C6	Accreditation status	Accredited
Phone number	(604) 939-4654	Contact for complaints	Site Leader / Director of Care
Operator (name)	Park Place Seniors Living Inc.	Phone number of complaint contact	(604) 939-4654
Opened	Info not available	Current language(s) spoken by staff	English, Tagalog, Cantonese, Mandarin, Hindi, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator & Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.34
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.63

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	30
Publicly funded beds (short- and long-term)	78	Semi-private rooms	24
Total beds	78	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			27 May 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			2		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		10	12.8	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	21.7%	13.2%
% of residents receiving recreation therapy	47.0%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	32.1%	23.9%
% of residents receiving depression medication	47.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27.6%	26.9%
Daily physical restraints	10.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cascade-lodge-fha/>

Facility		Cascade Lodge	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	45586 McIntosh Drive	Accredited (Expiry date)	Yes (2018)
City/postal code	Chilliwack, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.50
Funded Allied Health hours per resident per day	0.32
Total 2015/16 funded direct care hours per resident per day	2.81

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	24	Private rooms	101
Publicly funded beds (short- and long-term)	95	Semi-private rooms	9
Total beds	119	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			17 Aug 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		7	5.9	11.9	Other injury		3	2.5	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	0.8	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.5%	13.2%
% of residents receiving recreation therapy	1.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	14.2%	23.9%
% of residents receiving depression medication	56.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.9%	26.9%
Daily physical restraints	4.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/castleview-care-centre-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	16	Private rooms	61
Publicly funded beds (short- and long-term)	45	Semi-private rooms	0
Total beds	61	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Castleview Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			04 Feb 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.6		1.0		Missing or wandering person	
Fall with injury/Adverse event			7		11.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	84.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	30.1%	23.9%
% of residents receiving depression medication	42.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12.1%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cedarview-lodge-vcha/>

Facility			
Cedarview Lodge			
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1200 Cedar Village Close	Accredited (Expiry date)	Yes (2020)
City/postal code	North Vancouver, BC V7J 3P3	Accreditation status	Accredited
Phone number	(604) 904-6400		
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, Japanese, Russian, Cantonese, Mandarin
Meetings held	Regular Schedule		
Food services provided by:	Operator & Outside Contractor	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.74
Funded Allied Health hours per resident per day	0.25
Total 2015/16 funded direct care hours per resident per day	2.99

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	89
Publicly funded beds (short- and long-term)	89	Semi-private rooms	0
Total beds	89	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Cedarview Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			26 Mar 2013		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	1	1.1	1.6
Fall with injury/Adverse event			2	2.2	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	2	2.2	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	35.1%	13.2%
% of residents receiving recreation therapy	61.3%	27.9%
% of residents receiving occupational therapy	4.9%	7.6%
% of residents diagnosed with depression	19.6%	23.9%
% of residents receiving depression medication	57.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.7%	26.9%
Daily physical restraints	10.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/central-city-lodge-vcha/>

Facility		Central City Lodge	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	415 West Pender St	Accredited (Expiry date)	No
City/postal code	Vancouver, BC 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		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.34
Funded Allied Health hours per resident per day	0.26
Total 2015/16 funded direct care hours per resident per day	2.60

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	84
Publicly funded beds (short- and long-term)	100	Semi-private rooms	8
Total beds	100	Multi-person rooms	0

Source: * Ministry of Health; ** Facility



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cerwydden-care-home-island/>

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

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	44
Publicly funded beds (short- and long-term)	52	Semi-private rooms	6
Total beds	56	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Cerwydden Care Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			16 Jun 2016		Reason for licensing inspection			Complaint		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		3.6		0.7		Medication error with adverse event	
Abuse/neglect			1		1.8		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		16.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.4%	13.2%
% of residents receiving recreation therapy	74.0%	27.9%
% of residents receiving occupational therapy	6.4%	7.6%
% of residents diagnosed with depression	38.9%	23.9%
% of residents receiving depression medication	59.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.5%	26.9%
Daily physical restraints	20.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cheam-village-fha/>

Facility	Cheam Village		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1525 MacKay Crescent	Accredited (Expiry date)	Yes (Jun 2019)
City/postal code	Agassiz, BC V0M 1A3	Accreditation status	Accredited
Phone number	(604) 796-3886		
Operator (name)	Cheam Village Holdings Ltd.	Contact for complaints	Team Leader / Director of Care
Opened	2008	Phone number of complaint contact	(604) 796-3886
Councils	Separate Resident & Family	Current language(s) spoken by staff	English, German, Dutch, Punjabi, Hindi, Tagalog, Japanese, Albanian, Spanish, Italian
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.60
Funded Allied Health hours per resident per day	0.26
Total 2015/16 funded direct care hours per resident per day	2.87

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	11	Private rooms	68
Publicly funded beds (short- and long-term)	57	Semi-private rooms	0
Total beds	68	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Cheam Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			16 Sep 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			4		5.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.2%	13.2%
% of residents receiving recreation therapy	82.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	7.3%	23.9%
% of residents receiving depression medication	28.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	2.5%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/chemainus-health-care-centre-island/>

Facility	Chemainus Health Care Centre		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	9909 Esplande Street	Accredited (Expiry date)	Yes (2018)
City/postal code	Chemainus, BC V0R 1K0	Accreditation status	Accredited
Phone number	(250) 737-2040	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 737-2040 ext 42231
Opened	1994	Current language(s) spoken by staff	English, French, Tagalog
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	55
Publicly funded beds (short- and long-term)	75	Semi-private rooms	10
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Chemainus Health Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	23 Aug 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events		2	
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	37.0%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	2.3%	7.6%
% of residents diagnosed with depression	24.8%	23.9%
% of residents receiving depression medication	64.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.2%	26.9%
Daily physical restraints	1.7%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cherington-place-fha/>

Facility	Cherington Place		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	13453 111A Ave	Accredited (Expiry date)	Yes (Apr 2017)
City/postal code	Surrey, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	33
Publicly funded beds (short- and long-term)	75	Semi-private rooms	21
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Cherington Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			29 Mar 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		8.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.6%	13.2%
% of residents receiving recreation therapy	23.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	13.6%	23.9%
% of residents receiving depression medication	48.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.1%	26.9%
Daily physical restraints	9.8%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/cherington-place http://www.belvederebc.com/?page_id=22



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Chetwynd Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	5500 Hospital Road	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Chetwynd, BC V0C 1J0	Accreditation status	Accredited
Phone number	(250) 788-2236	Contact for complaints	Health Service Administrator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 788-7243
Opened	1971	Current language(s) spoken by staff	German, English, First Nations languages
Councils	No councils	Visitor parking (cost)	Yes (no fee)
Meetings held	N/A	Personal spending account (comfort fund)	No
Food services provided by:	Contractor		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	7
Publicly funded beds (short- and long-term)	7	Semi-private rooms	0
Total beds	7	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Chetwynd Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			21 Mar 2012		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	14.3	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		0	0.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	6.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	35.4%	23.9%
% of residents receiving depression medication	43.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	0.0%*	26.9%
Daily physical restraints	Info not available	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880427-chetwynd-chetwynd-hospital-and-health-centre



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/christenson-village-vcha/>

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

Funding	
Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day	0.21
Total 2015/16 funded direct care hours per resident per day	3.18

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	80
Publicly funded beds (short- and long-term)	80	Semi-private rooms	0
Total beds	80	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Christenson Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			18 May 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		7.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									1.3	
									0.2	
									0	
									0.0	
									1.6	
									3	
									3.8	
									1.6	
									0	
									0.0	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.8%	13.2%
% of residents receiving recreation therapy	10.1%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	31.6%	23.9%
% of residents receiving depression medication	70.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.0%	26.9%
Daily physical restraints	4.4%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/columbia-garden-village-ih/>

Facility	Columbia Garden Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	800-10 Ave., Box 578	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Invermere, BC V0A 1K0	Accreditation status	Accredited
Phone number	(250) 341-3350	Contact for complaints	Manager
Operator (name)	Golden Life Management Corp	Phone number of complaint contact	(250) 341-3350
Opened	2005	Current language(s) spoken by staff	English
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	34
Publicly funded beds (short- and long-term)	34	Semi-private rooms	0
Total beds	34	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Columbia Garden Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		19 Jul 2016		Reason for licensing inspection		Monitoring	
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		2		Number substantiated licensing complaints		2	
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	1	2.9	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	3	8.8	1.0	Missing or wandering person	5	14.7	1.6
Fall with injury/Adverse event	6	17.6	11.9	Other injury	4	11.8	1.6
Food or other poisoning	2	5.9	0.1	Aggression between persons in care	1	2.9	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	15.0%	13.2%
% of residents receiving recreation therapy	6.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	23.5%	23.9%
% of residents receiving depression medication	41.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	9.6%	26.9%
Daily physical restraints	8.8%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Columbia%20Garden%20Village http://goldenlifemanagement.ca/index.php/villages/columbia-garden-village/overview-2



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/columbia-house-invermere-district-hospital-ih/>

Facility	Columbia House – Invermere District Hospital		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1030 - 10th Street	Accredited (Expiry date)	Yes
City/postal code	Invermere, BC V0A 1K0	Accreditation status	Accredited
Phone number	(250) 342-2329	Contact for complaints	Resident Care Coordinator / Site Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 342-2350
Opened	1994	Current language(s) spoken by staff	English, French, German
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.28

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	35
Publicly funded beds (short- and long-term)	35	Semi-private rooms	0
Total beds	35	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Columbia House – Invermere District Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		06 Sep 2016		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		12		Number substantiated licensing complaints			0
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	1	2.9	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event	1	2.9	11.9	Other injury	0	0.0	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	34.1%	13.2%
% of residents receiving recreation therapy	28.1%	27.9%
% of residents receiving occupational therapy	2.6%	7.6%
% of residents diagnosed with depression	27.2%	23.9%
% of residents receiving depression medication	10.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	11.8%	26.9%
Daily physical restraints	13.8%	9.1%

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/columbia-view-lodge-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.89
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	76
Publicly funded beds (short- and long-term)	76	Semi-private rooms	0
Total beds	76	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Columbia View Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 May 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		2.6		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			4		5.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	29.2%	13.2%
% of residents receiving recreation therapy	90.3%	27.9%
% of residents receiving occupational therapy	26.1%	7.6%
% of residents diagnosed with depression	45.7%	23.9%
% of residents receiving depression medication	70.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.2%	26.9%
Daily physical restraints	1.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/columbus-residence-vcha/>

Facility	Columbus Residence		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	704 West 69th Avenue	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V6P 2W3	Accreditation status	N/A
Phone number	(604) 321-4405	Contact for complaints	Director of Care / Director of Food Services & Support Services
Operator (name)	Columbus Long Term Care Society	Phone number of complaint contact	(604) 321-4405
Opened	1990	Current language(s) spoken by staff	English, Cantonese, Mandarin, Hindi, Korean, Tagalog, French, Spanish, Dutch
Councils	Separate Resident & Family	Visitor parking (cost)	No
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.49
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	74
Publicly funded beds (short- and long-term)	76	Semi-private rooms	1
Total beds	76	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Columbus Residence QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			27 Nov 2015		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.3		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			2		2.6		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.7%	13.2%
% of residents receiving recreation therapy	75.6%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	21.1%	23.9%
% of residents receiving depression medication	39.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.3%	26.9%
Daily physical restraints	21.6%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/comox-valley-seniors-village-island/>

Facility		Comox Valley Seniors Village	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4640 Headquarters Rd.	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Courtenay, BC V9N 7J3	Accreditation status	Accredited
Phone number	(250) 331-1183	Contact for complaints	General Manager
Operator (name)	Retirement Concepts	Phone number of complaint contact	(250) 331-4102
Opened	2009	Current language(s) spoken by staff	English, French, Filipino, German
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.14

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	16	Private rooms	128
Publicly funded beds (short- and long-term)	120	Semi-private rooms	4
Total beds	136	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Comox Valley Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Oct 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			7		Number substantiated licensing complaints			3	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	0.7	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		3	2.2	1.0	Missing or wandering person		3	2.2	1.6
Fall with injury/Adverse event		17	12.5	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	11.5%	13.2%
% of residents receiving recreation therapy	29.4%	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	26.4%	23.9%
% of residents receiving depression medication	51.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.2%	26.9%
Daily physical restraints	17.3%	9.1%

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

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Cormorant Island Health Centre		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	49 School Road	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Alert Bay, BC 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 ext 66323
Opened	2000	Current language(s) spoken by staff	English, Kwakwala
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.05
Funded Allied Health hours per resident per day	0.75
Total 2015/16 funded direct care hours per resident per day	3.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	10
Publicly funded beds (short- and long-term)	10	Semi-private rooms	0
Total beds	10	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Cormorant Island Health Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	07 Jul 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	1		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	25.0%	23.9%
% of residents receiving depression medication	45.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.4%	26.9%
Daily physical restraints	9.1%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cottonwoods-care-centre-iha/>

Facility		Cottonwoods Care Centre	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	2255 Ethel Street	Accredited (Expiry date)	Yes (Dec 2019)
City/postal code	Kelowna, BC 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, Russian, Vietnamese, Thai, Korean, Japanese, Croatian
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.20

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	34
Publicly funded beds (short- and long-term)	213	Semi-private rooms	29
Total beds	213	Multi-person rooms	33

Source: * Ministry of Health; ** Facility

Cottonwoods Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		17 Dec 2015		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	2	0.9	0.7	Medication error with adverse event	1	0.5	0.2
Abuse/neglect	2	0.9	1.0	Missing or wandering person	32	15.0	1.6
Fall with injury/Adverse event	29	13.6	11.9	Other injury	12	5.6	1.6
Food or other poisoning	1	0.5	0.1	Aggression between persons in care	1	0.5	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.0%	13.2%
% of residents receiving recreation therapy	33.9%	27.9%
% of residents receiving occupational therapy	32.7%	7.6%
% of residents diagnosed with depression	29.7%	23.9%
% of residents receiving depression medication	53.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.9%	26.9%
Daily physical restraints	6.3%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/creekside-landing-ih/>

Facility	Creekside Landing		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6190 Okanagan Landing Rd	Accredited (Expiry date)	Yes (Nov 2017)
City/postal code	Vernon, BC V1H 1M3	Accreditation status	Commendation
Phone number	(250) 549-9550	Contact for complaints	Regional Manager
Operator (name)	Creekside Landing Ltd.	Phone number of complaint contact	(250) 545-2060 ext 108
Opened	2008	Current language(s) spoken by staff	English, Filipino, Romanian
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	70
Publicly funded beds (short- and long-term)	70	Semi-private rooms	0
Total beds	70	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Creekside Landing QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			13 Sep 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.4		0.7		Medication error with adverse event	
Abuse/neglect			2		2.9		1.0		Missing or wandering person	
Fall with injury/Adverse event			10		14.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	25.4%	13.2%
% of residents receiving recreation therapy	8.1%	27.9%
% of residents receiving occupational therapy	6.7%	7.6%
% of residents diagnosed with depression	51.1%	23.9%
% of residents receiving depression medication	63.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.2%	26.9%
Daily physical restraints	0.0%	9.1%

Source: Canadian Institute for Health Information-

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Creekside%20Landing http://www.kaigo.ca/community/creekside-landing/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/crescent-gardens-fha/>

Facility		Crescent Gardens	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1222 King George Hwy	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Surrey, BC V4A 9W6	Accreditation status	Info not available
Phone number	(604) 541-8861	Contact for complaints	Gordon Sarkissi
Operator (name)	Chartwell Retirement Homes	Phone number of complaint contact	(604) 541-6712
Opened	1997	Current language(s) spoken by staff	English
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	22	Private rooms	69
Publicly funded beds (short- and long-term)	53	Semi-private rooms	3
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Crescent Gardens QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			26 Apr 2016		Reason for licensing inspection			Complaint		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			3		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			11		14.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.9%	13.2%
% of residents receiving recreation therapy	3.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	6.7%	23.9%
% of residents receiving depression medication	37.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.0%	26.9%
Daily physical restraints	3.8%	9.1%

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	

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/crest-view-village-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	32
Publicly funded beds (short- and long-term)	30	Semi-private rooms	0
Total beds	32	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Crest View Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)																	
Date of last licensing inspection			10 Aug 2016		Reason for licensing inspection			Monitoring									
Complaints			2015-16		Quantity		Complaints		2015-16		Quantity						
Number of licensing complaints			1		Number substantiated licensing complaints			0									
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds								
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event			0		0.0		0.2	
Abuse/neglect			4		12.5		1.0		Missing or wandering person			2		6.3		1.6	
Fall with injury/Adverse event			6		18.8		11.9		Other injury			0		0.0		1.6	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care			0		0.0		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	16.8%	13.2%
% of residents receiving recreation therapy	29.2%	27.9%
% of residents receiving occupational therapy	22.6%	7.6%
% of residents diagnosed with depression	44.5%	23.9%
% of residents receiving depression medication	46.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.7%	26.9%
Daily physical restraints	12.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Crest%20View%20Care%20Village http://goldenlifemanagement.ca/index.php/villages/crest-view-village/overview-3



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/cumberland-lodge-island/>

Facility	Cumberland Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2696 Windermere Ave	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Cumberland, BC V0R 1S0	Accreditation status	Accredited
Phone number	(250) 331-8505	Contact for complaints	Manager / Clinical Nurse Leader
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 331-8505 ext 68305 / (250) 331-8505 ext 68350
Opened	1975	Current language(s) spoken by staff	French, English, Finnish, Spanish, Filipino
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.81
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	40
Publicly funded beds (short- and long-term)	66	Semi-private rooms	13
Total beds	66	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Cumberland Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)																	
Date of last licensing inspection			4 Aug 2016		Reason for licensing inspection			Follow-up									
Complaints			2015-16		Quantity		Complaints		2015-16		Quantity						
Number of licensing complaints			4		Number substantiated licensing complaints			3									
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds								
Disease outbreak or occurrence			1		1.5		0.7		Medication error with adverse event			0		0.0		0.2	
Abuse/neglect			0		0.0		1.0		Missing or wandering person			0		0.0		1.6	
Fall with injury/Adverse event			9		13.6		11.9		Other injury			0		0.0		1.6	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care			0		0.0		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	27.1%	13.2%
% of residents receiving recreation therapy	51.1%	27.9%
% of residents receiving occupational therapy	1.9%	7.6%
% of residents diagnosed with depression	46.7%	23.9%
% of residents receiving depression medication	59.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36.4%	26.9%
Daily physical restraints	19.8%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/czorny-alzheimer-centre-fha/>

Facility		Czorny Alzheimer Centre	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	16850 66th Avenue	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Surrey, BC 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 (cost)	Yes (no fee)
Meetings held	N/A	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.20
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	3.49

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	72
Publicly funded beds (short- and long-term)	72	Semi-private rooms	0
Total beds	72	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Czorny Alzheimer Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			23 Aug 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			7		9.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	5.4%	13.2%
% of residents receiving recreation therapy	89.3%	27.9%
% of residents receiving occupational therapy	4.6%	7.6%
% of residents diagnosed with depression	1.2%	23.9%
% of residents receiving depression medication	39.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.7%	26.9%
Daily physical restraints	0.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/dania-home-fha/>

Facility	Dania Home		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4175 Norland Avenue	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Burnaby, BC V5G 3Z6	Accreditation status	Exemplary
Phone number	(604) 299-2414	Contact for complaints	Director, Residential Care & Assisted Living
Operator (name)	Dania Home Society	Phone number of complaint contact	(604) 292-8130
Opened	2015	Current language(s) spoken by staff	English, Punjabi, Hindi, Nepalese, Japanese, Cantonese, Mandarin, Filipino, African Languages
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day	0.26
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	102
Publicly funded beds (short- and long-term)	102	Semi-private rooms	0
Total beds	102	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			11 Oct 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			3		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		2	2.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		12	11.8	11.9	Other injury		2	2.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.9%	13.2%
% of residents receiving recreation therapy	1.8%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	24.9%	23.9%
% of residents receiving depression medication	43.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.8%	26.9%
Daily physical restraints	11.2%	9.1%

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	Drugs & specialty services, transportation not otherwise covered

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/david-lloyd-jones-ih/>

Facility		David Lloyd Jones	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	934 Bernard Ave	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Kelowna, BC V1Y 6P8	Accreditation status	Accredited
Phone number	(250) 762-2706	Contact for complaints	Residential Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 862-4300 ext 2140
Opened	1950	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	64
Publicly funded beds (short- and long-term)	64	Semi-private rooms	0
Total beds	64	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			20 Jul 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			7		Number substantiated licensing complaints			2		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			3		4.7		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		12.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									2	
									2	
									0	
									0.0	
									0.2	
									3.1	
									1.6	
									3.1	
									1.6	
									0.0	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.8%	13.2%
% of residents receiving recreation therapy	37.6%	27.9%
% of residents receiving occupational therapy	29.1%	7.6%
% of residents diagnosed with depression	25.7%	23.9%
% of residents receiving depression medication	56.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.2%	26.9%
Daily physical restraints	2.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/delta-view-life-enrichment-fha/>

Facility	Delta View Life Enrichment		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	9341 Burns Drive	Accredited (Expiry date)	Yes (Mar 2018)
City/postal code	Delta, BC V4K 3N3	Accreditation status	Exemplary
Phone number	(604) 501-6700	Contact for complaints	Director of Therapeutic Services
Operator (name)	Delta View Life Enrichment Centre/ Devji Family Holdings	Phone number of complaint contact	(604) 501-6712
Opened	2004	Current language(s) spoken by staff	English, Punjabi, Cantonese, Filipino, Tagalog, Italian, Gujarati, Spanish, Hindi, German
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.77
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.13

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	62	Private rooms	172
Publicly funded beds (short- and long-term)	150	Semi-private rooms	20
Total beds	212	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Delta View Life Enrichment QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			10 Jun 16		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.5		0.7		Medication error with adverse event	
									0	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
									0	
Fall with injury/Adverse event			7		3.3		11.9		Other injury	
									1	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	37.3%	13.2%
% of residents receiving recreation therapy	0.7%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	25.2%	23.9%
% of residents receiving depression medication	41.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.2%	26.9%
Daily physical restraints	0.7%	9.1%

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	Clothing labelling, Specialty items

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/delta-view-habilitation-centre-fha/>

Facility		Delta View Habilitation Centre	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	9341 Burns Drive	Accredited (Expiry date)	Yes (Mar 2018)
City/postal code	Delta, BC V4K 3N3	Accreditation status	Exemplary
Phone number	(604) 596-8842	Contact for complaints	Jane Devji, Chief Executive Officer
Operator (name)	Delta View Life Enrichment Centre/ Devji Family Holdings	Phone number of complaint contact	(604) 596-8842
Opened	1991	Current language(s) spoken by staff	English, Spanish, Punjabi, Hindi, Italian, Arabic, Gujarati, Korean, Mandarin, Cantonese, Tagalog, Filipino
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	21	Private rooms	72
Publicly funded beds (short- and long-term)	59	Semi-private rooms	4
Total beds	80	Multi-person rooms	0

Source: * Ministry of Health; ** Facility



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/deni-house-iha/>

Facility	Deni House		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	517 6th Ave N.	Accredited (Expiry date)	Yes (Sep 2019)
City/postal code	Williams Lake, BC V2G 2G8	Accreditation status	Accredited
Phone number	(250) 302-3208	Contact for complaints	Patient Care Quality Office
Operator (name)	Interior Health	Phone number of complaint contact	1-877-442-2001
Opened	2011	Current language(s) spoken by staff	English, Punjabi, Chilcotin
Councils	Resident only but family can attend	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	13
Publicly funded beds (short- and long-term)	28	Semi-private rooms	0
Total beds	28	Multi-person rooms	5

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			12 Sep 2016		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		8	28.6	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		0	0.0	11.9	Other injury		1	3.6	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	3.6	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	25.0%	23.9%
% of residents receiving depression medication	40.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.0%	26.9%
Daily physical restraints	14.7%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/dogwood-lodge-vcha/>

Facility		Dogwood Lodge	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	500 West 57th Avenue	Accredited (Expiry date)	Yes (Sep 2020)
City/postal code	Vancouver, BC V6P 6E8	Accreditation status	Accredited
Phone number	(604) 324-6882	Contact for complaints	Manager, Residential Care/Service
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 324-6882 ext 235
Opened	1974	Current language(s) spoken by staff	English, Cantonese, Mandarin, Punjabi, Tagalog, Japanese, Spanish, Korean
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.62
Funded Allied Health hours per resident per day	0.12
Total 2015/16 funded direct care hours per resident per day	2.74

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	113
Publicly funded beds (short- and long-term)	113	Semi-private rooms	0
Total beds	113	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Dogwood Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			26 Sep 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			10		8.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.1%	13.2%
% of residents receiving recreation therapy	2.4%	27.9%
% of residents receiving occupational therapy	1.7%	7.6%
% of residents diagnosed with depression	19.1%	23.9%
% of residents receiving depression medication	36.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27.1%	26.9%
Daily physical restraints	1.8%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/dr-andrew-pavilion-summerland-health-centre-ih/>

Facility		Dr. Andrew Pavilion – Summerland Health Centre	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	12815 Atkinson Rd.	Accredited (Expiry date)	Yes (2012)
City/postal code	Summerland, BC 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, Cantonese, Mandarin, Punjabi, Yugoslavian
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.17

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	4
Publicly funded beds (short- and long-term)	50	Semi-private rooms	5
Total beds	50	Multi-person rooms	8

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			06 Jul 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			5		10.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									0.0	
									0.2	
									1.6	
									1.6	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	15.9%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	3.5%	7.6%
% of residents diagnosed with depression	35.6%	23.9%
% of residents receiving depression medication	48.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.4%	26.9%
Daily physical restraints	6.8%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/dr-f-w-green-memorial-home-ih/>

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	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Cranbrook, BC V1C 6E1	Accreditation status	Accredited
Phone number	(250) 426-3710	Contact for complaints	Residential Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 420-2468
Opened	1979	Current language(s) spoken by staff	Italian, English, Filipino, French, Thai, Mandarin
Councils	Family only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Info not available		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.27

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	60
Publicly funded beds (short- and long-term)	60	Semi-private rooms	0
Total beds	60	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			25 Oct 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.7		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			7		11.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.0%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.5%	7.6%
% of residents diagnosed with depression	21.0%	23.9%
% of residents receiving depression medication	44.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40.7%	26.9%
Daily physical restraints	9.0%	9.1%

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	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/dufferin-care-centre-fha/>

Facility	Dufferin Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	1131 Dufferin St	Accredited (Expiry date)	Info not available
City/postal code	Coquitlam, BC V3B 7X5	Accreditation status	Info not available
Phone number	(604) 552-1166	Contact for complaints	Info not available
Operator (name)	Retirement Concepts	Phone number of complaint contact	Info not available
Opened	Info not available	Current language(s) spoken by staff	Info not available
Councils	Info not available	Visitor parking (cost)	Info not available
Meetings held	Info not available	Personal spending account (comfort fund)	Info not available
Food services provided by:	Info not available		
Food prepared and cooked on site	Info not available		

Funding	
Funded nursing care hours per resident per day	2.40
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	2.70

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	Info not available
Publicly funded beds (short- and long-term)	128	Semi-private rooms	Info not available
Total beds	128	Multi-person rooms	Info not available

Source: * Ministry of Health; ** Facility

Dufferin Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			15 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			5		Number substantiated licensing complaints			4	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	0.8	1.0	Missing or wandering person		1	0.8	1.6
Fall with injury/Adverse event		18	14.1	11.9	Other injury		10	7.8	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	0.8	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.9%	13.2%
% of residents receiving recreation therapy	2.8%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	16.1%	23.9%
% of residents receiving depression medication	35.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.9%	26.9%
Daily physical restraints	2.9%	9.1%

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	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/dufferin-place-island/>

Facility		Dufferin Place	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1200 Dufferin Cres.	Accredited (Expiry date)	Yes (2017)
City/postal code	Nanaimo, BC V9S 2B7	Accreditation status	Accredited
Phone number	(250) 755-7632	Contact for complaints	Manager / Clinical Nurse Leader
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 755-7654 / (250) 755-7632 ext 55992
Opened	1978	Current language(s) spoken by staff	English, Tagalog, French, Dutch, Cantonese, Russian, Arabic
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.28

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	12
Publicly funded beds (short- and long-term)	146	Semi-private rooms	8
Total beds	146	Multi-person rooms	30

Source: * Ministry of Health; ** Facility

Dufferin Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	14 Oct 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	5		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	51.5%	13.2%
% of residents receiving recreation therapy	0.2%	27.9%
% of residents receiving occupational therapy	34.9%	7.6%
% of residents diagnosed with depression	20.9%	23.9%
% of residents receiving depression medication	33.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.2%	26.9%
Daily physical restraints	11.9%	9.1%

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	

Source: Facility

Link to web page

http://www.viha.ca/hcc/residential/locations/dufferin_place.htm

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/dunrovin-park-lodge-nha/>

Facility		Dunrovin Park Lodge	
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	900 St Laurent Avenue	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Quesnel, BC V2J 3S3	Accreditation status	Accredited
Phone number	(250) 985-5800	Contact for complaints	Residential Care Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 985-5624
Opened	2010	Current language(s) spoken by staff	English, Filipino, French, First Nations, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.01

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	107
Publicly funded beds (short- and long-term)	117	Semi-private rooms	3
Total beds	117	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Dunrovin Park Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			30 Jun 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			4		3.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.5%	13.2%
% of residents receiving recreation therapy	9.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	21.1%	23.9%
% of residents receiving depression medication	61.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.6%	26.9%
Daily physical restraints	18.8%	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880445-quesnel-dunrovin-park-lodge



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/eagle-park-health-care-facility-island/>

Facility	Eagle Park Health Care Facility		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	777 Jones St	Accredited (Expiry date)	Yes (2018)
City/postal code	Qualicum Beach, BC V9K 2L1	Accreditation status	Accredited
Phone number	(250) 947-8220	Contact for complaints	Clinical Nurse Leader
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 947-8220 ext 39105
Opened	1994	Current language(s) spoken by staff	English, French, Spanish
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	3.13

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	55
Publicly funded beds (short- and long-term)	75	Semi-private rooms	20
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Eagle Park Health Care Facility QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)

Date of last inspection	23 Nov 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	1		
Complaints	2015-16	Quantity	Complaints
			2015-16
Number of complaints	0	Number substantiated complaints	0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)

	Facility	BC Avg
% of residents receiving physical therapy	54.4%	13.2%
% of residents receiving recreation therapy	0.3%	27.9%
% of residents receiving occupational therapy	57.9%	7.6%
% of residents diagnosed with depression	33.1%	23.9%
% of residents receiving depression medication	58.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.0%	26.9%
Daily physical restraints	2.6%	9.1%

Source: Canadian Institute for Health Information

Facility Fees for Extra Services

Service	Included	Service	Included
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	

Source: Facility

Link to web page

http://www.viha.ca/hcc/residential/locations/eagle_park.htm



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/eagle-ridge-manor-island/>

Facility	Eagle Ridge Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	9120 Granville St.	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Port Hardy, BC V0N 2P0	Accreditation status	Accredited
Phone number	(250) 902-6043	Contact for complaints	Nurse Leader
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 902-6044
Opened	2000	Current language(s) spoken by staff	English, German, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.18
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.52

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	22
Publicly funded beds (short- and long-term)	22	Semi-private rooms	0
Total beds	22	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Eagle Ridge Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	08 Nov 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	2		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	5.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	14.0%	23.9%
% of residents receiving depression medication	53.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27.8%	26.9%
Daily physical restraints	16.6%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/eagle-ridge-manor-ecu-fha/>

Facility			
Eagle Ridge Manor (ECU)			
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	475 Guildford Way	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Port Moody, BC V3H 3W9	Accreditation status	Accredited
Phone number	(604) 469-3211	Contact for complaints	Clinical Service Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 469-3213
Opened	Info not available	Current language(s) spoken by staff	English, Mandarin, French, Punjabi, Cantonese
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.18
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.55

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	39
Publicly funded beds (short- and long-term)	75	Semi-private rooms	18
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Eagle Ridge Manor (ECU) QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			13 Jun 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			2		2.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	38.0%	13.2%
% of residents receiving recreation therapy	6.9%	27.9%
% of residents receiving occupational therapy	14.9%	7.6%
% of residents diagnosed with depression	27.7%	23.9%
% of residents receiving depression medication	67.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.8%	26.9%
Daily physical restraints	13.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/echo-village-island/>

Facility	Echo Village		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	4200 10th Avenue	Accredited (Expiry date)	No
City/postal code	Port Alberni, BC V9Y 4X3	Accreditation status	N/A
Phone number	(250) 724-1090	Contact for complaints	Director of Care / Executive Director
Operator (name)	Alberni-Clayoquot Continuing Care Society	Phone number of complaint contact	(250) 724-6541 ext 249 / (250) 724-6541 ext 232
Opened	1991	Current language(s) spoken by staff	English, Punjabi
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.29

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	67
Publicly funded beds (short- and long-term)	67	Semi-private rooms	0
Total beds	67	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)			
Date of last inspection	11 May 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	3		
Complaints	2015-16	Quantity	Complaints
			2015-16
Quantity			Quantity
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	25.9%	23.9%
% of residents receiving depression medication	51.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33.0%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Specialty equipment

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/eden-care-centre-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	89
Publicly funded beds (short- and long-term)	89	Semi-private rooms	0
Total beds	89	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Eden Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			23 Feb 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.1	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	1.1	1.6
Fall with injury/Adverse event		18	20.2	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.2%	13.2%
% of residents receiving recreation therapy	76.0%	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	16.4%	23.9%
% of residents receiving depression medication	50.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34.9%	26.9%
Daily physical restraints	49.6%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/elim-village-the-harrisonharrison-west-fha/>

Facility			
Elim Village, The Harrison/Harrison West			
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9025 160th St.	Accredited (Expiry date)	Yes (Jun 2017)
City/postal code	Surrey, BC V4N 2X7	Accreditation status	Exemplary
Phone number	(604) 583-3546	Contact for complaints	Available onsite
Operator (name)	Elim Christian Care Society	Phone number of complaint contact	Info not available
Opened	2009	Current language(s) spoken by staff	English, Dutch, German, Spanish, French, Thai, Italian, Mandarin, Punjabi, Russian, Polish
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Contractor	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.78
Funded Allied Health hours per resident per day	0.20
Total 2015/16 funded direct care hours per resident per day	2.98

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	18	Private rooms	181
Publicly funded beds (short- and long-term)	175	Semi-private rooms	6
Total beds	193	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Elim Village, The Harrison/Harrison West QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			30 Nov 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.8		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			12		10.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.4%	13.2%
% of residents receiving recreation therapy	3.8%	27.9%
% of residents receiving occupational therapy	0.1%	7.6%
% of residents diagnosed with depression	23.0%	23.9%
% of residents receiving depression medication	42.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33.9%	26.9%
Daily physical restraints	2.4%	9.1%

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/evergreen-baptist-home-fha/>

Facility		Evergreen Baptist Home	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1550 Oxford St	Accredited (Expiry date)	Yes (Dec 2017)
City/postal code	White Rock, BC V4B 3R5	Accreditation status	Exemplary
Phone number	(604) 536-3344	Contact for complaints	Executive Director of Care
Operator (name)	Evergreen Heights Baptist Housing Society	Phone number of complaint contact	(604) 541-3838
Opened	Info not available	Current language(s) spoken by staff	Tagalog, Punjabi, Japanese, Arabic, Spanish, Mandarin, Hindi, Cantonese, Mandarin, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	153
Publicly funded beds (short- and long-term)	157	Semi-private rooms	2
Total beds	157	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Evergreen Baptist Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		31 Mar 2016		Reason for licensing inspection			Follow-up
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		2	1.3	0.7	Medication error with adverse event		0
Abuse/neglect		1	0.6	1.0	Missing or wandering person		3
Fall with injury/Adverse event		34	21.7	11.9	Other injury		2
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	12.2%	23.9%
% of residents receiving depression medication	51.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.9%	26.9%
Daily physical restraints	11.9%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/evergreen-house-ec-lions-gate-hospital-vcha/>

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

Funding	
Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	3.26

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	22
Publicly funded beds (short- and long-term)	288	Semi-private rooms	9
Total beds	288	Multi-person rooms	62

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)								
Date of last licensing inspection		28 Jun 2016		Reason for licensing inspection		Routine		
Complaints		2015-16		Quantity		Complaints		
2015-16		Quantity		2015-16		Quantity		
Number of licensing complaints		5		Number substantiated licensing complaints		3		
Incidents	2015-16	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	1	0.3	0.7	Medication error with adverse event	3	1.0	0.2	
Abuse/neglect	0	0.0	1.0	Missing or wandering person	11	3.8	1.6	
Fall with injury/Adverse event	11	3.8	11.9	Other injury	5	1.7	1.6	
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	17.8%	13.2%
% of residents receiving recreation therapy	6.0%	27.9%
% of residents receiving occupational therapy	13.0%	7.6%
% of residents diagnosed with depression	20.3%	23.9%
% of residents receiving depression medication	58.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34.7%	26.9%
Daily physical restraints	2.2%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/evergreen-seniors-home-island/>

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

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.27

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	12	Private rooms	34
Publicly funded beds (short- and long-term)	25	Semi-private rooms	1
Total beds	37	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Evergreen Seniors Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 May 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		16.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									2.7	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	13.0%	13.2%
% of residents receiving recreation therapy	3.6%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	12.2%	23.9%
% of residents receiving depression medication	54.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.3%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/fellburn-care-centre-fha/>

Facility	Fellburn Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	6050 Hastings St.	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Burnaby, BC V5B1R6	Accreditation status	Accredited
Phone number	(604) 412-6504	Contact for complaints	Nguyen Nguyen (Wynn) Manager
Operator (name)	Nguyen Nguyen (Wynn)	Phone number of complaint contact	(604) 412-6504
Opened	1964	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	3.05
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.40

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	12
Publicly funded beds (short- and long-term)	109	Semi-private rooms	19
Total beds	109	Multi-person rooms	15

Source: * Ministry of Health; ** Facility

Fellburn Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			05 Oct 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		7.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									0.9	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	21.5%	13.2%
% of residents receiving recreation therapy	28.4%	27.9%
% of residents receiving occupational therapy	15.4%	7.6%
% of residents diagnosed with depression	17.2%	23.9%
% of residents receiving depression medication	29.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	9.7%	26.9%
Daily physical restraints	11.5%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/finnish-home-vcha/>

Facility	Finnish Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2288 Harrison Drive	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V5P 2P6	Accreditation status	N/A
Phone number	(604) 325-8241	Contact for complaints	Director of Care / Administrator
Operator (name)	Finnish Canadian Rest Home Association	Phone number of complaint contact	(604) 325-8241
Opened	1963	Current language(s) spoken by staff	Finnish, English, Bosnian, Tagalog, Mandarin, Polish, Italian, Punjabi, Japanese, Taiwanese, Farsi, Dutch, Swedish
Councils	Combined Resident & Family	Visitor parking (cost)	No
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.62
Funded Allied Health hours per resident per day	0.20
Total 2015/16 funded direct care hours per resident per day	2.82

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	64
Publicly funded beds (short- and long-term)	64	Semi-private rooms	0
Total beds	64	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			22 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	1	1.6	1.6
Fall with injury/Adverse event			14	21.9	11.9	Other injury	1	1.6	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	22.6%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	32.3%	23.9%
% of residents receiving depression medication	60.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.3%	26.9%
Daily physical restraints	5.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/finnish-manor-fha/>

Facility	Finnish Manor		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3460 Kalyk Avenue	Accredited (Expiry date)	No
City/postal code	Burnaby, BC V5G 3B2	Accreditation status	N/A
Phone number	(604) 434-2666	Contact for complaints	Administrator / Director of Care
Operator (name)	Jubilee Multi Generational Housing Society	Phone number of complaint contact	(604) 434-2666
Opened	Info not available	Current language(s) spoken by staff	English, Finnish, Gujarati, Punjabi, Mandarin, Cantonese, Polish, Korean, Russian, Slovakian, Hungarian, Hindi, Japanese, Swedish, Fijian, Tagalog
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	12
Publicly funded beds (short- and long-term)	60	Semi-private rooms	18
Total beds	60	Multi-person rooms	3

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			28 Nov 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.7	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	1.7	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		5	8.3	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	19.3%	13.2%
% of residents receiving recreation therapy	2.2%	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	19.9%	23.9%
% of residents receiving depression medication	37.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.4%	26.9%
Daily physical restraints	4.1%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/fir-park-village-island/>

Facility			
Fir Park Village			
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4411 Wallace Street	Accredited (Expiry date)	No
City/postal code	Port Alberni, BC V9Y 7Y5	Accreditation status	N/A
Phone number	(250) 724-6541	Contact for complaints	Executive Director / Manager
Operator (name)	Alberni-Clayoquot Continuing Care Society	Phone number of complaint contact	(250) 724-6541 ext 232 / (250) 724-6541 ext 249
Opened	1991	Current language(s) spoken by staff	English, Punjabi
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	66
Publicly funded beds (short- and long-term)	66	Semi-private rooms	0
Total beds	67	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Fir Park Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 Mar 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			4		6.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.5		1.0		Missing or wandering person	
Fall with injury/Adverse event			18		26.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.4%	13.2%
% of residents receiving recreation therapy	4.7%	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	33.2%	23.9%
% of residents receiving depression medication	49.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27.1%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Specialty equipment, medications not otherwise covered

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/fischer-placemill-site-lodge-iha/>

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	Accredited (Expiry date)	Yes (2018)
City/postal code	100 Mile House, BC V0K 2E0	Accreditation status	Accredited
Phone number	(250) 395-7696	Contact for complaints	Resident Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 395-7628
Opened	1987	Current language(s) spoken by staff	English, German, French
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	79
Publicly funded beds (short- and long-term)	79	Semi-private rooms	0
Total beds	79	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Fischer Place/Mill Site Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			14 Dec 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			11		13.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.0%	13.2%
% of residents receiving recreation therapy	6.8%	27.9%
% of residents receiving occupational therapy	0.7%	7.6%
% of residents diagnosed with depression	38.0%	23.9%
% of residents receiving depression medication	49.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.1%	26.9%
Daily physical restraints	3.8%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/fleetwood-place-fha/>

Facility		Fleetwood Place	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	16011 83rd Ave	Accredited (Expiry date)	Yes (2017)
City/postal code	Surrey, BC V4N 0N2	Accreditation status	Exemplary
Phone number	(604) 590-6860	Contact for complaints	VP-Management / Director of Care
Operator (name)	Ahmon Group	Phone number of complaint contact	(604) 590-6860 ext 1109 / (604) 590-6860 ext 1108
Opened	2004	Current language(s) spoken by staff	English, Punjabi, Tagalog, Korean
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	13	Private rooms	108
Publicly funded beds (short- and long-term)	95	Semi-private rooms	0
Total beds	108	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Fleetwood Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			18 Oct 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			13	11.6	11.9	Other injury	2	1.8	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	2	1.8	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	56.9%	13.2%
% of residents receiving recreation therapy	70.3%	27.9%
% of residents receiving occupational therapy	1.5%	7.6%
% of residents diagnosed with depression	10.5%	23.9%
% of residents receiving depression medication	39.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34.3%	26.9%
Daily physical restraints	14.1%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/forest-view-place-ih/>

Facility			
Facility	Forest View Place		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	640 Park Dr.	Accredited (Expiry date)	Yes (Sep 2019)
City/postal code	Clearwater, BC V0E 1N1	Accreditation status	Accredited
Phone number	(250) 674-2244	Contact for complaints	Residential Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 674-4100
Opened	2002	Current language(s) spoken by staff	English, Hindi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.96
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.32

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	21
Publicly funded beds (short- and long-term)	21	Semi-private rooms	0
Total beds	21	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Forest View Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		08 Sep 2016		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0
Abuse/neglect		1	4.8	1.0	Missing or wandering person		0
Fall with injury/Adverse event		3	14.3	11.9	Other injury		1
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.4%	13.2%
% of residents receiving recreation therapy	73.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	24.5%	23.9%
% of residents receiving depression medication	36.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.1%	26.9%
Daily physical restraints	13.4%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/fort-langley-seniors-community-fha/>

Facility	Fort Langley Seniors Community		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	8838 Glover Road	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Langley, BC V1M 2R4	Accreditation status	Commendation
Phone number	(604) 888-0711	Contact for complaints	Director of Care
Operator (name)	Park Place Seniors Living Inc.	Phone number of complaint contact	(604) 888-0711 ext 121
Opened	2008	Current language(s) spoken by staff	English, Hindi, Polish, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.32
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	14	Private rooms	68
Publicly funded beds (short- and long-term)	82	Semi-private rooms	14
Total beds	96	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Fort Langley Seniors Community QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			27 Apr 2015		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		8.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									0.0	
									1.0	
									0.0	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.1%	13.2%
% of residents receiving recreation therapy	76.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	15.6%	23.9%
% of residents receiving depression medication	44.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.1%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Clothing labelling fee

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Fort Nelson Multi Level Unit		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	5315 Liard St Box 60	Accredited (Expiry date)	Yes (2018)
City/postal code	Fort Nelson, BC V0C 1R0	Accreditation status	Accredited
Phone number	(250) 774-8100	Contact for complaints	Nurse Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 774-8100
Opened	1963	Current language(s) spoken by staff	English
Councils	No Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	N/A	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.33
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	2.33

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	7
Publicly funded beds (short- and long-term)	7	Semi-private rooms	0
Total beds	7	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Fort Nelson Multi Level Unit QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			12 Mar 2012		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			1	14.3	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	46.4%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	33.9%	23.9%
% of residents receiving depression medication	33.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	26.9%
Daily physical restraints	Info not available	9.1%

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	No	Other fees	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880429-fort-nelson-fort-nelson-hospital

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/foyer-maillard-fha/>

Facility		Foyer Maillard	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1010 Alderson Ave	Accredited (Expiry date)	No
City/postal code	Coquitlam, BC V3K 1W1	Accreditation status	NA
Phone number	(604) 937-5578	Contact for complaints	Executive Director
Operator (name)	Societe du Foyer Maillard	Phone number of complaint contact	(604) 937-5589 ext 106
Opened	2016	Current language(s) spoken by staff	English, French, Spanish, Hindi, Romanian, Italian, Farsi, Korean, Cantonese, Mandarin, Tagalog, Filipino
Councils	Separate Resident & Family		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Outside Contractor	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	125
Publicly funded beds (short- and long-term)	125	Semi-private rooms	0
Total beds	125	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		24-Nov-16		Reason for licensing inspection			Routine
Complaints 2015-16		Quantity		Complaints 2015-16			Quantity
Number of licensing complaints		Info not available		Number substantiated licensing complaints			Info not available
Incidents 2015-16	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	Info not available	Info not available	0.7	Medication error with adverse event	Info not available	Info not available	0.2
Abuse/neglect	Info not available	Info not available	1.0	Missing or wandering person	Info not available	Info not available	1.6
Fall with injury/Adverse event	Info not available	Info not available	11.9	Other injury	Info not available	Info not available	1.6
Food or other poisoning	Info not available	Info not available	0.1	Aggression between persons in care	Info not available	Info not available	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Info not available	13.2%
% of residents receiving recreation therapy	Info not available	27.9%
% of residents receiving occupational therapy	Info not available	7.6%
% of residents diagnosed with depression	Info not available	23.9%
% of residents receiving depression medication	Info not available	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	26.9%
Daily physical restraints	Info not available	9.1%

Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	Included	Service	Included
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Transportation, companion services, specialized hygiene products and equipment, clothes labeling, foot care and hair dressing

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/foyer-maillard
http://www.foyermaillard.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/fraser-hope-lodge-fha/>

Facility			
Fraser Hope Lodge			
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	1275-7th Avenue RR2	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Hope, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.15
Funded Allied Health hours per resident per day	0.18
Total 2015/16 funded direct care hours per resident per day	3.33

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	46
Publicly funded beds (short- and long-term)	50	Semi-private rooms	2
Total beds	50	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Fraser Hope Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			02 May 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	2.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	2.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		1	2.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	40.8%	13.2%
% of residents receiving recreation therapy	61.6%	27.9%
% of residents receiving occupational therapy	3.8%	7.6%
% of residents diagnosed with depression	32.0%	23.9%
% of residents receiving depression medication	52.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.5%	26.9%
Daily physical restraints	0.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/fraserview-retirement-community-vcha/>

Facility	Fraserview Retirement Community		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9580 Williams Road	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Richmond, BC V7A 1H2	Accreditation status	Exemplary
Phone number	(604) 274-3510	Contact for complaints	Administrator
Operator (name)	Fraserview Retirement Community Ltd.	Phone number of complaint contact	(604) 274-3510
Opened	1968	Current language(s) spoken by staff	English, German, Ukrainian, Polish, Punjabi, Tagalog, Mandarin, Cantonese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.46
Funded Allied Health hours per resident per day	0.19
Total 2015/16 funded direct care hours per resident per day	2.65

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	33
Publicly funded beds (short- and long-term)	101	Semi-private rooms	37
Total beds	105	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Fraserview Retirement Community QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 Feb 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		1.9		0.7		Medication error with adverse event	
Abuse/neglect			1		0.9		1.0		Missing or wandering person	
Fall with injury/Adverse event			15		14.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	9.1%	27.9%
% of residents receiving occupational therapy	2.3%	7.6%
% of residents diagnosed with depression	13.6%	23.9%
% of residents receiving depression medication	22.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12.6%	26.9%
Daily physical restraints	4.6%	9.1%

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	N/A
Personal telephone monthly service	No	Other fees	

Source: Facility

Link to web page
www.kaigo.ca



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/gateway-lodge-complex-care-nha/>

Facility	Gateway Lodge Complex Care		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1488 20th Ave	Accredited (Expiry date)	Yes (2018)
City/postal code	Prince George, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.08
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.13

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	120
Publicly funded beds (short- and long-term)	120	Semi-private rooms	0
Total beds	120	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Gateway Lodge Complex Care QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			21 Jan 2014		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			1	0.8	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			8	6.7	11.9	Other injury	8	6.7	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	1	0.8	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.5%	13.2%
% of residents receiving recreation therapy	63.5%	27.9%
% of residents receiving occupational therapy	3.7%	7.6%
% of residents diagnosed with depression	35.5%	23.9%
% of residents receiving depression medication	59.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36.6%	26.9%
Daily physical restraints	33.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880438-prince-george-gateway-lodge



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/george-derby-centre-fha/>

Facility	George Derby Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7550 Cumberland St	Accredited (Expiry date)	Yes (Nov 2019)
City/postal code	Burnaby, BC 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	1989	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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.54
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	2.87

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	284
Publicly funded beds (short- and long-term)	300	Semi-private rooms	8
Total beds	300	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

George Derby Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			28 Nov 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			3		1.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			38		12.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									2	
									0.7	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	19.5%	13.2%
% of residents receiving recreation therapy	25.0%	27.9%
% of residents receiving occupational therapy	2.1%	7.6%
% of residents diagnosed with depression	14.5%	23.9%
% of residents receiving depression medication	38.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.7%	26.9%
Daily physical restraints	2.0%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/george-pearson-vcha/>

Facility	George Pearson		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	700 West 57th Ave.	Accredited (Expiry date)	Yes (2016)
City/postal code	Vancouver, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	4.86
Funded Allied Health hours per resident per day	0.86
Total 2015/16 funded direct care hours per resident per day	5.72

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	54
Publicly funded beds (short- and long-term)	114	Semi-private rooms	13
Total beds	114	Multi-person rooms	7

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		04 Apr 2016		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		2		Number substantiated licensing complaints		2	
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	0	0.0	0.7	Medication error with adverse event	3	2.6	0.2
Abuse/neglect	0	0.0	1.0	Missing or wandering person	1	0.9	1.6
Fall with injury/Adverse event	12	10.5	11.9	Other injury	3	2.6	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	52.8%	13.2%
% of residents receiving recreation therapy	60.7%	27.9%
% of residents receiving occupational therapy	21.4%	7.6%
% of residents diagnosed with depression	8.9%	23.9%
% of residents receiving depression medication	43.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36.8%	26.9%
Daily physical restraints	10.0%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomeresults/german-canadian-care-home-vcha/>

Facility		German Canadian Care Home	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2010 Harrison Drive	Accredited (Expiry date)	Yes (Nov 2016)
City/postal code	Vancouver, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.52
Funded Allied Health hours per resident per day	0.28
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	76
Publicly funded beds (short- and long-term)	132	Semi-private rooms	29
Total beds	134	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

German Canadian Care Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			28 Sep 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.7		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			11		8.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	15.7%	13.2%
% of residents receiving recreation therapy	83.4%	27.9%
% of residents receiving occupational therapy	63.5%	7.6%
% of residents diagnosed with depression	16.3%	23.9%
% of residents receiving depression medication	44.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45.1%	26.9%
Daily physical restraints	4.5%	9.1%

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/gillis-house-ih/>

Facility	Gillis House		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	1699 Tutill Court	Accredited (Expiry date)	Info not available
City/postal code	Merritt, BC V1K 1B8	Accreditation status	Info not available
Phone number	(250) 378-3271	Contact for complaints	Terri Stockwell
Operator (name)	Interior Health	Phone number of complaint contact	(250) 378-3252
Opened	1981	Current language(s) spoken by staff	English
Councils	Separate Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Info not available	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	52
Publicly funded beds (short- and long-term)	74	Semi-private rooms	7
Total beds	74	Multi-person rooms	2

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 May 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		12.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.3%	13.2%
% of residents receiving recreation therapy	0.4%	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	17.7%	23.9%
% of residents receiving depression medication	50.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	48.0%	26.9%
Daily physical restraints	5.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/glacier-view-lodge-island/>

Facility		Glacier View Lodge	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2450 Back Road	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Courtenay, BC V9N 8B5	Accreditation status	Exemplary
Phone number	(250) 338-1451	Contact for complaints	Executive Director
Operator (name)	Glacier View Lodge Society	Phone number of complaint contact	(250) 338-1421 ext 225
Opened	1982	Current language(s) spoken by staff	English, French, Tagalog, Farsi, Spanish, German
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	102
Publicly funded beds (short- and long-term)	102	Semi-private rooms	0
Total beds	102	Multi-person rooms	0

Source: * Ministry of Health; ** Facility



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/glengarry-hospital-island/>

Facility	Glengarry Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1780 Fairfield Rd.	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Victoria, BC 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 (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.22

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	10
Publicly funded beds (short- and long-term)	135	Semi-private rooms	18
Total beds	135	Multi-person rooms	34

Source: * Ministry of Health; ** Facility

Glengarry Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	08 Sep 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	3		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.2%	13.2%
% of residents receiving recreation therapy	38.9%	27.9%
% of residents receiving occupational therapy	57.5%	7.6%
% of residents diagnosed with depression	30.0%	23.9%
% of residents receiving depression medication	52.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.9%	26.9%
Daily physical restraints	5.7%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/glenwarren-private-hospital-island/>

Facility		Glenwarren Private Hospital	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	1230 Balmoral Rd	Accredited (Expiry date)	Yes (Sep 2017)
City/postal code	Victoria, BC V8T 1B3	Accreditation status	Commendation
Phone number	(250) 383-2323	Contact for complaints	Director of Care
Operator (name)	Revera Long Term Care Inc.	Phone number of complaint contact	(250) 383-2323x225
Opened	1967	Current language(s) spoken by staff	English, French, Afrikaans, Punjabi, Burmese, Tagalog, Polish, Portuguese, Spanish
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	29	Private rooms	46
Publicly funded beds (short- and long-term)	101	Semi-private rooms	20
Total beds	130	Multi-person rooms	11

Source: * Ministry of Health; ** Facility

Glenwarren Private Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	22 Nov 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	0		
Complaints	2015-16	Quantity	Complaints
			2015-16
Quantity			Quantity
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.5%	13.2%
% of residents receiving recreation therapy	18.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	20.7%	23.9%
% of residents receiving depression medication	64.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.4%	26.9%
Daily physical restraints	2.1%	9.1%

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	

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/glenwarren.htm
http://www.reveraliving.com/glenwarren



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/glenwood-care-centre-fha/>

Facility	Glenwood Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1458 Glenwood Dr	Accredited (Expiry date)	Yes (Jun 2019)
City/postal code	Agassiz, BC V0M 1A0	Accreditation status	Accredited
Phone number	(604) 796-9202	Contact for complaints	Team Leader / Director of Care
Operator (name)	Leyen Holdings Ltd	Phone number of complaint contact	(604) 796-9202
Opened	Info not available	Current language(s) spoken by staff	English, German, Dutch, Punjabi, Hindi, Tagalog, Japanese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.52
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	2.82

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	8	Private rooms	37
Publicly funded beds (short- and long-term)	29	Semi-private rooms	0
Total beds	37	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Glenwood Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			09 Sep 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		0	0.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	50.8%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	36.2%	23.9%
% of residents receiving depression medication	46.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	4.3%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/gorge-road-hospital-island/>

Facility			
Gorge Road Hospital			
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	63 Gorge Road East	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Victoria, BC V9A 1L2	Accreditation status	Accredited
Phone number	Arbutus View: (250) 519-3510 / Water View: (250) 519-3514	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 519-3501
Opened	1953	Current language(s) spoken by staff	Filipino, French, English, Mandarin
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day	0.32
Total 2015/16 funded direct care hours per resident per day	3.17

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	11
Publicly funded beds (short- and long-term)	111	Semi-private rooms	4
Total beds	111	Multi-person rooms	27

Source: * Ministry of Health; ** Facility

Gorge Road Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	18 Apr 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	1		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	49.1%	27.9%
% of residents receiving occupational therapy	41.8%	7.6%
% of residents diagnosed with depression	28.1%	23.9%
% of residents receiving depression medication	47.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24.5%	26.9%
Daily physical restraints	9.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/greenwoods-eldercare-society-island/>

Facility	Greenwoods Eldercare Society		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	133 Blain Road	Accredited (Expiry date)	Scheduled Jun 2017
City/postal code	Salt Spring Island, BC V8K 1Z9	Accreditation status	Pending
Phone number	(250) 537-5561	Contact for complaints	Paul Oliphant, Executive Director
Operator (name)	Greenwoods Elder Care Society	Phone number of complaint contact	(250) 537-5561 ext. 222
Opened	1979	Current language(s) spoken by staff	Info not available
Councils	Family Council & Advisory Council	Visitor parking (cost)	Yes (no cost)
Meetings held	Regular schedule	Personal spending account (comfort fund)	Info not available
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	51
Publicly funded beds (short- and long-term)	51	Semi-private rooms	0
Total beds	51	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Greenwoods Eldercare Society QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			23 Nov 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
2015-16			Total Number		Per 100 beds		BC Avg / 100 beds			
Number of licensing complaints			13		Number substantiated licensing complaints			4		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		2.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			4		7.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.6%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	32.1%	23.9%
% of residents receiving depression medication	47.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30.9%	26.9%
Daily physical restraints	9.8%	9.1%

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	

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/greenwoods.htm
http://www.greenwoodseldercare.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/guildford-seniors-fha/>

Facility		Guildford Seniors	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	14568 104a Ave.	Accredited (Expiry date)	Yes (2018)
City/postal code	Surrey, BC V3R 1R3	Accreditation status	Accredited
Phone number	(604) 582-0808	Contact for complaints	General Manager and Director of Care
Operator (name)	Retirement Concepts	Phone number of complaint contact	(604) 582-0808
Opened	Info not available	Current language(s) spoken by staff	Hindi, Punjabi, English, Korean, Spanish, Tagalog
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.40
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	2.70

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	38	Private rooms	98
Publicly funded beds (short- and long-term)	82	Semi-private rooms	0
Total beds	120	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Guildford Seniors QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			21 Jul 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		1	0.8	0.7	Medication error with adverse event	0	0.0	0.2	
Abuse/neglect		0	0.0	1.0	Missing or wandering person	0	0.0	1.6	
Fall with injury/Adverse event		12	10.0	11.9	Other injury	0	0.0	1.6	
Food or other poisoning		0	0.0	0.1	Aggression between persons in care	4	3.3	1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.2%	13.2%
% of residents receiving recreation therapy	85.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	20.1%	23.9%
% of residents receiving depression medication	48.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.1%	26.9%
Daily physical restraints	20.6%	9.1%

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	

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/hardy-view-lodge-ih/>

Facility		Hardy View Lodge	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7649 22nd St.	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Grand Forks, BC V0H 1H0	Accreditation status	Accredited
Phone number	(250) 443-2100	Contact for complaints	Resident Care Coordinator / Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 443-2128
Opened	1982	Current language(s) spoken by staff	Russian, French, English, Filipino, Punjabi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.31

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	78
Publicly funded beds (short- and long-term)	80	Semi-private rooms	2
Total beds	80	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Hardy View Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			20 Oct 2016		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.3	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		2	2.5	1.0	Missing or wandering person		1	1.3	1.6
Fall with injury/Adverse event		2	2.5	11.9	Other injury		2	2.5	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	21.4%	23.9%
% of residents receiving depression medication	29.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.8%	26.9%
Daily physical restraints	13.1%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/harmony-court-care-centre-fha/>

Facility		Harmony Court Care Centre	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7195 Canada Way	Accredited (Expiry date)	Yes (2017)
City/postal code	Burnaby, BC V5E 3R7	Accreditation status	Exemplary
Phone number	(604) 525-9444	Contact for complaints	General Manager / Director of Care
Operator (name)	Age Care Investment Ltd.	Phone number of complaint contact	(604) 527-3300
Opened	Info not available	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	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Outside Contractor	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	2.32
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.61

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	57
Publicly funded beds (short- and long-term)	55	Semi-private rooms	24
Special Care Plus Unit beds	25	Multi-person rooms	0
Total beds	80		

Source: * Ministry of Health; ** Facility

Harmony Court Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			27 May 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.8		1.0		Missing or wandering person	
Fall with injury/Adverse event			23		41.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									5	
									9.1	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility (not including special care unit)	Special Care Plus Unit	BC Avg
% of residents receiving physical therapy	0.0%*	11.5%	13.2%
% of residents receiving recreation therapy	5.5%	74.7%	27.9%
% of residents receiving occupational therapy	0.0%*	1.3%	7.6%
% of residents diagnosed with depression	1.9%	22.7%	23.9%
% of residents receiving depression medication	51.5%	36.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.0%	32.0%	26.9%
Daily physical restraints	0.0%*	23.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/haro-park-centre-vcha/>

Facility			
Haro Park Centre			
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1233 Haro Street	Accredited (Expiry date)	Yes (Feb 2019)
City/postal code	Vancouver, BC V6E 3Y5	Accreditation status	Commendation
Phone number	(604) 687-5584	Contact for complaints	Executive Director
Operator (name)	Haro Park Centre Society	Phone number of complaint contact	(604) 687-5584 ext 224
Opened	1980	Current language(s) spoken by staff	English and other European & Asian languages
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.46
Funded Allied Health hours per resident per day	0.19
Total 2015/16 funded direct care hours per resident per day	2.65

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	154
Publicly funded beds (short- and long-term)	154	Semi-private rooms	0
Total beds	154	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Haro Park Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			09 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			3		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		2	1.3	1.0	Missing or wandering person		4	2.6	1.6
Fall with injury/Adverse event		23	14.9	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.7%	13.2%
% of residents receiving recreation therapy	52.0%	27.9%
% of residents receiving occupational therapy	1.9%	7.6%
% of residents diagnosed with depression	36.8%	23.9%
% of residents receiving depression medication	50.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.7%	26.9%
Daily physical restraints	6.9%	9.1%

Source: Canadian Institute for Health 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	

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/haro-park-centre-society/
http://www.haropark.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/haven-hill-ihh/>

Facility		Haven Hill	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	415 Haven Hill Road	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Penticton, BC V2A 4E9	Accreditation status	Exemplary
Phone number	(250) 492-2600	Contact for complaints	General Manager
Operator (name)	A.C.M.C.J. Holdings Ltd	Phone number of complaint contact	(250) 492-2600
Opened	1992	Current language(s) spoken by staff	English, Punjabi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	152
Publicly funded beds (short- and long-term)	148	Semi-private rooms	0
Total beds	152	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			18 Apr 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			17		Number substantiated licensing complaints			5		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.7		0.7		Medication error with adverse event	
Abuse/neglect			2		1.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		5.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.0%	13.2%
% of residents receiving recreation therapy	23.4%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	21.9%	23.9%
% of residents receiving depression medication	38.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38.6%	26.9%
Daily physical restraints	16.1%	9.1%

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	N/A	Other fees	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/hawthorne-seniors-care-community-fha/>

Facility	Hawthorne Seniors Care Community		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	2111 Hawthorne Ave	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Port Coquitlam, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	73
Publicly funded beds (short- and long-term)	131	Semi-private rooms	29
Total beds	131	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Hawthorne Seniors Care Community QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)																							
Date of last licensing inspection			31 Aug 2016			Reason for licensing inspection			Routine														
Complaints			2015-16			Quantity			Complaints			2015-16			Quantity								
Number of licensing complaints			0			Number substantiated licensing complaints			0														
Incidents			2015-16			Total Number			Per 100 beds			BC Avg / 100 beds											
Disease outbreak or occurrence			0			0.0			0.7			Medication error with adverse event			0			0.0			0.2		
Abuse/neglect			0			0.0			1.0			Missing or wandering person			0			0.0			1.6		
Fall with injury/Adverse event			10			7.6			11.9			Other injury			2			1.5			1.6		
Food or other poisoning			0			0.0			0.1			Aggression between persons in care			0			0.0			1.5		

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.4%	13.2%
% of residents receiving recreation therapy	26.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	16.3%	23.9%
% of residents receiving depression medication	43.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.1%	26.9%
Daily physical restraints	1.0%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/henry-durand-manor-ih/>

Facility		Henry Durand Manor	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	803 9th St South	Accredited (Expiry date)	Yes (Sep 2019)
City/postal code	Golden, BC V0A 1H0	Accreditation status	Pass
Phone number	(250) 344-3006	Contact for complaints	Residential Care Co-ordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 344-3006
Opened	1980	Current language(s) spoken by staff	English
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.83
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	28
Publicly funded beds (short- and long-term)	28	Semi-private rooms	0
Total beds	28	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Henry Durand Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		10 May 2016		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		6		Number substantiated licensing complaints			3
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		1	3.6	0.7	Medication error with adverse event		0
Abuse/neglect		3	10.7	1.0	Missing or wandering person		0
Fall with injury/Adverse event		6	21.4	11.9	Other injury		0
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.2%	13.2%
% of residents receiving recreation therapy	16.0%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	52.9%	23.9%
% of residents receiving depression medication	51.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.7%	26.9%
Daily physical restraints	14.0%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Henry%20M.%20Durand%20Manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/heritage-square-ih/>

Facility	Heritage Square		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3904 27th St.	Accredited (Expiry date)	Yes (Nov 2017)
City/postal code	Vernon, BC V1T 4X7	Accreditation status	Commendation
Phone number	(250) 545-2060	Contact for complaints	Regional Manager
Operator (name)	Kaigo Retirement Communities Ltd.	Phone number of complaint contact	(250) 545-2060 ext 108
Opened	2004	Current language(s) spoken by staff	English, Filipino, Russian, Japanese, French
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	50
Publicly funded beds (short- and long-term)	50	Semi-private rooms	0
Total beds	50	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Heritage Square QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			30 Apr 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		2.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			11		22.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	18.5%	13.2%
% of residents receiving recreation therapy	12.7%	27.9%
% of residents receiving occupational therapy	15.5%	7.6%
% of residents diagnosed with depression	45.2%	23.9%
% of residents receiving depression medication	61.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.7%	26.9%
Daily physical restraints	7.1%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Heritage%20Square http://www.kaigo.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/heritage-village-fha/>

Facility	Heritage Village		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	7525 Topaz Dr	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Chilliwack, BC V2R 3C9	Accreditation status	Accredited
Phone number	(604) 795-7131	Contact for complaints	Manager – Kim Norman
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 793-7131
Opened	1993	Current language(s) spoken by staff	English, Punjabi
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.10
Funded Allied Health hours per resident per day	0.21
Total 2015/16 funded direct care hours per resident per day	3.31

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	64
Publicly funded beds (short- and long-term)	100	Semi-private rooms	12
Total beds	100	Multi-person rooms	3

Source: * Ministry of Health; ** Facility

Heritage Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			15 Jul 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		2.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			12		12.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									1	
									3	
									0	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.3%	13.2%
% of residents receiving recreation therapy	62.1%	27.9%
% of residents receiving occupational therapy	1.5%	7.6%
% of residents diagnosed with depression	20.8%	23.9%
% of residents receiving depression medication	56.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17.2%	26.9%
Daily physical restraints	14.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/heron-grove-ih/>

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

Funding

Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	76
Publicly funded beds (short- and long-term)	76	Semi-private rooms	0
Total beds	76	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			04 Dec 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			21		27.6		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.1%	13.2%
% of residents receiving recreation therapy	13.4%	27.9%
% of residents receiving occupational therapy	5.9%	7.6%
% of residents diagnosed with depression	40.4%	23.9%
% of residents receiving depression medication	64.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24.5%	26.9%
Daily physical restraints	15.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Heron%20Grove
https://gss.org/locations/heron-grove/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/hillside-village-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	112
Publicly funded beds (short- and long-term)	112	Semi-private rooms	0
Total beds	112	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Hillside Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			24 Oct 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		1.8		0.7		Medication error with adverse event	
Abuse/neglect			4		3.6		1.0		Missing or wandering person	
Fall with injury/Adverse event			27		24.1		11.9		Other injury	
Food or other poisoning			1		0.9		0.1		Aggression between persons in care	
									0	
									7	
									6	
									2	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.9%	13.2%
% of residents receiving recreation therapy	11.8%	27.9%
% of residents receiving occupational therapy	6.7%	7.6%
% of residents diagnosed with depression	38.9%	23.9%
% of residents receiving depression medication	53.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.2%	26.9%
Daily physical restraints	14.1%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Hillside%20Village
https://gss.org/locations/hillside-village/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/hilltop-house-vcha/>

Facility		Hilltop House	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	38146 Behrner Drive	Accredited (Expiry date)	Yes (Sep 2016)
City/postal code	Squamish, BC V8B 0C8	Accreditation status	Accredited
Phone number	(604) 892-9337	Contact for complaints	Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 892-6020
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	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day	0.21
Total 2015/16 funded direct care hours per resident per day	3.09

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	82
Publicly funded beds (short- and long-term)	86	Semi-private rooms	2
Total beds	86	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			23 Sep 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			4		Number substantiated licensing complaints			3	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		4	5.1	11.9	Other injury		0	0.0	1.6
Food or other poisoning		1	1.3	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	18.1%	13.2%
% of residents receiving recreation therapy	20.6%	27.9%
% of residents receiving occupational therapy	3.8%	7.6%
% of residents diagnosed with depression	22.2%	23.9%
% of residents receiving depression medication	50.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.4%	26.9%
Daily physical restraints	17.2%	9.1%

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	

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/sea-to-sky-residential-care/hilltop-house/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/hilton-villa-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.32
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	2.61

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	20	Private rooms	83
Publicly funded beds (short- and long-term)	154	Semi-private rooms	36
Total beds	174	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			10 Mar 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		1.1		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			28		16.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									2	
									0	
									1	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	58.8%	13.2%
% of residents receiving recreation therapy	88.6%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	20.5%	23.9%
% of residents receiving depression medication	43.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.9%	26.9%
Daily physical restraints	19.4%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey-white-rock/hilton-villa-care-centre
http://www.parkplaceseniorsliving.com/hilton-villa



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/holy-family-hospital-vcha/>

Facility			
Holy Family Hospital			
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	7801 Argyle St	Accredited (Expiry date)	Yes (Nov 2017)
City/postal code	Vancouver, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.94
Funded Allied Health hours per resident per day	0.26
Total 2015/16 funded direct care hours per resident per day	3.20

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	9
Publicly funded beds (short- and long-term)	142	Semi-private rooms	6
Total beds	142	Multi-person rooms	21

Source: * Ministry of Health; ** Facility

Holy Family Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			26 Jan 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		4.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									0.0	
									0.2	
									0.6	
									1.6	
									1.6	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	70.5%	13.2%
% of residents receiving recreation therapy	47.4%	27.9%
% of residents receiving occupational therapy	70.0%	7.6%
% of residents diagnosed with depression	19.9%	23.9%
% of residents receiving depression medication	43.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17.8%	26.9%
Daily physical restraints	7.9%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomeresults/holyrood-manor-fha/>

Facility			
Holyrood Manor			
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	22710 Holyrood Ave	Accredited (Expiry date)	Yes (2017)
City/postal code	Maple Ridge, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.78
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	Info not available
Publicly funded beds (short- and long-term)	123	Semi-private rooms	Info not available
Total beds	123	Multi-person rooms	Info not available

Source: * Ministry of Health; ** Facility

Holyrood Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			10 Aug 2015		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		15	12.2	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.2%	13.2%
% of residents receiving recreation therapy	63.9%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	24.5%	23.9%
% of residents receiving depression medication	46.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.6%	26.9%
Daily physical restraints	0.7%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---maple-ridge/holyrood-manor
http://www.reveralliving.com/holyrood



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Houston Health Centre		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3202 - 14 St	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Houston, BC V0J 1Z0	Accreditation status	Accredited
Phone number	(250) 845-2294	Contact for complaints	Site Coordinator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 845-5950
Opened	2010	Current language(s) spoken by staff	English, Punjabi
Councils	No Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	N/A	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	5.53
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	5.53

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	6
Publicly funded beds (short- and long-term)	6	Semi-private rooms	0
Total beds	6	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Houston Health Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			29 Apr 2015		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		0	0.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.3%	13.2%
% of residents receiving recreation therapy	21.7%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	31.7%	23.9%
% of residents receiving depression medication	85.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	26.9%
Daily physical restraints	Info not available	9.1%

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	No	Other fees	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880433-houston-houston-health-care-centre



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/inglewood-care-centre-vcha/>

Facility		Inglewood Care Centre	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	725 Inglewood Avenue	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	West Vancouver, BC V7T 1X5	Accreditation status	Accredited
Phone number	(604) 922-9394	Contact for complaints	Administrator
Operator (name)	Unicare	Phone number of complaint contact	(604) 913-4703
Opened	1963	Current language(s) spoken by staff	English, Tagalog, Ilocano, Farsi, Cantonese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.55
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	2.78

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	196
Publicly funded beds (short- and long-term)	230	Semi-private rooms	17
Total beds	230	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Inglewood Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		28 Jul 2016		Reason for licensing inspection			Routine
Complaints		2015-16		Quantity		Complaints	
		2015-16		Quantity			
Number of licensing complaints		1		Number substantiated licensing complaints			0
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	
		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds
Disease outbreak or occurrence		2	0.9	0.7	Medication error with adverse event	0	0.0
Abuse/neglect		0	0.0	1.0	Missing or wandering person	7	3.0
Fall with injury/Adverse event		71	30.9	11.9	Other injury	10	4.3
Food or other poisoning		1	0.4	0.1	Aggression between persons in care	12	5.2

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	5.1%	13.2%
% of residents receiving recreation therapy	14.6%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	27.7%	23.9%
% of residents receiving depression medication	52.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.5%	26.9%
Daily physical restraints	7.7%	9.1%

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	Clothing labelling fee

Source: Facility

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 http://www.inglewoodcarecentre.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/jackman-manor-fha/>

Facility		Jackman Manor	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	27477 28 Ave	Accredited (Expiry date)	No
City/postal code	Aldergrove, BC V4W 3L9	Accreditation status	N/A
Phone number	(604) 856-4161 ext 24	Contact for complaints	Executive Director
Operator (name)	Aldergrove Lions Seniors Housing Society	Phone number of complaint contact	(604) 856-4161 ext 224
Opened	1982	Current language(s) spoken by staff	English, Tagalog, Punjabi, German, Spanish
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	88
Publicly funded beds (short- and long-term)	87	Semi-private rooms	0
Total beds	88	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			29 Feb 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.1	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		14	15.7	11.9	Other injury		3	3.4	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	7.1%	13.2%
% of residents receiving recreation therapy	40.6%	27.9%
% of residents receiving occupational therapy	1.1%	7.6%
% of residents diagnosed with depression	18.8%	23.9%
% of residents receiving depression medication	46.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.3%	26.9%
Daily physical restraints	33.8%	9.1%

Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	Included	Service	Included
Personal cable monthly service	No	Personal internet monthly service	No
Personal telephone monthly service	No	Other fees	Hair salon, podiatry, pharmacy, specialized services

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/jackman-manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/jackson-house-long-term-care-ihh/>

Facility		Jackson House Long Term Care	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	700 Elm St. Box 488	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Ashcroft, BC V0K 1A0	Accreditation status	Accredited
Phone number	(250) 453-2211	Contact for complaints	Resident Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 453-1902
Opened	1979	Current language(s) spoken by staff	French, English, Spanish
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.96
Funded Allied Health hours per resident per day	0.41
Total 2015/16 funded direct care hours per resident per day	3.37

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	20
Publicly funded beds (short- and long-term)	22	Semi-private rooms	1
Total beds	22	Multi-person rooms	1

Source: * Ministry of Health; ** Facility

Jackson House Long Term Care QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			29 Feb 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	0.0	0.7	Medication error with adverse event		0	4.5	0.2
Abuse/neglect		1	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		14	4.5	11.9	Other injury		3	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	7.1%	13.2%
% of residents receiving recreation therapy	40.6%	27.9%
% of residents receiving occupational therapy	1.1%	7.6%
% of residents diagnosed with depression	18.8%	23.9%
% of residents receiving depression medication	46.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.3%	26.9%
Daily physical restraints	33.8%	9.1%

Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	Included	Service	Included
Personal cable monthly service	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/jackman-manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/james-bay-care-centre-island/>

Facility		James Bay Care Centre	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	336 Simcoe St	Accredited (Expiry date)	Yes (Sep 2017)
City/postal code	Victoria, BC V8V 1L2	Accreditation status	Commendation
Phone number	(250) 388-6457	Contact for complaints	Executive Director
Operator (name)	Revera Long Term Care Inc.	Phone number of complaint contact	250-388-6457 ext 238
Opened	1971	Current language(s) spoken by staff	English, Tagalog, German, Cantonese, Korean
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	95
Publicly funded beds (short- and long-term)	115	Semi-private rooms	10
Total beds	115	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

James Bay Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			13 Apr 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			1		
Incidents			2015-16							
			Total Number		Per 100 beds		BC Avg / 100 beds			
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			14		12.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									0.9	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	62.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	30.8%	23.9%
% of residents receiving depression medication	51.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.7%	26.9%
Daily physical restraints	3.2%	9.1%

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	Clothing labelling fee

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/james_bay_care_centre.htm
http://www.reveraliving.com/jamesbay



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/joseph-creek-village-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	102
Publicly funded beds (short- and long-term)	100	Semi-private rooms	0
Total beds	102	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Joseph Creek Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			22 Nov 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			14		13.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	32.0%	13.2%
% of residents receiving recreation therapy	66.8%	27.9%
% of residents receiving occupational therapy	44.6%	7.6%
% of residents diagnosed with depression	23.7%	23.9%
% of residents receiving depression medication	49.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32.1%	26.9%
Daily physical restraints	8.0%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Joseph%20Creek%20Village http://goldenlifemanagement.ca/index.php/villages/joseph-creek-village/overview-5



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/jubilee-lodge-nha/>

Facility		Jubilee Lodge	
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	1475 15th Ave	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Prince George, BC 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 (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	2.84

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	4
Publicly funded beds (short- and long-term)	66	Semi-private rooms	3
Total beds	66	Multi-person rooms	14

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)								
Date of last licensing inspection		15 Mar 2012		Reason for licensing inspection		Routine		
Complaints		2015-16		Quantity		Complaints		
						2015-16		
						Quantity		
Number of licensing complaints		Info not available		Number substantiated licensing complaints		Info not available		
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		
		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	
		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event	1	1.5	0.2
Abuse/neglect		1	1.5	1.0	Missing or wandering person	6	9.1	1.6
Fall with injury/Adverse event		5	7.6	11.9	Other injury	0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care	2	3.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	69.7%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	17.6%	23.9%
% of residents receiving depression medication	37.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12.7%	26.9%
Daily physical restraints	11.6%	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880439-prince-george-jubilee-lodge



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kamloops-seniors-village-ih/>

Facility	Kamloops Seniors Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1220 Hugh Allan Dr.	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Kamloops, BC V2B 7E7	Accreditation status	Accredited
Phone number	(250) 571-1800	Contact for complaints	General Manager
Operator (name)	Retirement Concepts Seniors Services Ltd.	Phone number of complaint contact	(250) 571-1811
Opened	2004	Current language(s) spoken by staff	English, Japanese, Punjabi
Councils	Separate Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	14	Private rooms	115
Publicly funded beds (short- and long-term)	100	Semi-private rooms	2
Total beds	114	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Kamloops Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 Aug 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			3		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			5		4.4		1.0		Missing or wandering person	
Fall with injury/Adverse event			20		17.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.2%	13.2%
% of residents receiving recreation therapy	24.0%	27.9%
% of residents receiving occupational therapy	6.8%	7.6%
% of residents diagnosed with depression	17.7%	23.9%
% of residents receiving depression medication	44.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	41.5%	26.9%
Daily physical restraints	1.1%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kimberley-special-care-home-ih/>

Facility		Kimberley Special Care Home	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	386 2nd Ave	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Kimberley, BC V1A 2Z8	Accreditation status	Accredited
Phone number	(250) 427-4807	Contact for complaints	Assistant Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 427-4807
Opened	1979	Current language(s) spoken by staff	Italian, English, French, Mandarin, Czech, German
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.18

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	51
Publicly funded beds (short- and long-term)	55	Semi-private rooms	2
Total beds	55	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Kimberley Special Care Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		03 Nov 2016		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		1	1.8	0.7	Medication error with adverse event		0
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0
Fall with injury/Adverse event		3	5.5	11.9	Other injury		0
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	28.0%	13.2%
% of residents receiving recreation therapy	0.5%	27.9%
% of residents receiving occupational therapy	10.9%	7.6%
% of residents diagnosed with depression	18.7%	23.9%
% of residents receiving depression medication	39.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30.3%	26.9%
Daily physical restraints	5.3%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kinsmen-lodge-fha/>

Facility	Kinsmen Lodge		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9650 137A Street	Accredited (Expiry date)	Yes (Sep 2018)
City/postal code	Surrey, BC V3T4H9	Accreditation status	Exemplary
Phone number	(604) 588-0445	Contact for complaints	CEO
Operator (name)	Whalley & District Senior Citizens Housing Society	Phone number of complaint contact	(604) 580-8010
Opened	1975	Current language(s) spoken by staff	English, French, Tagalog, Punjabi, Mandarin, Cantonese, Hindi, Urdo, Taiwanese, Korean, German, Romanian, Italian, Spanish, Polish, Slovakian, Finnish
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (fee charged)
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.59
Funded Allied Health hours per resident per day	0.21
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	143
Publicly funded beds (short- and long-term)	155	Semi-private rooms	7
Total beds	157	Multi-person rooms	0

Source: * Ministry of Health; ** Facility



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kinvillage-west-court-fha/>

Facility		KinVillage West Court	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	5410 10th Ave.	Accredited (Expiry date)	Yes (2019)
City/postal code	Delta, BC V4M 3X8	Accreditation status	Exemplary
Phone number	(604) 943-0155	Contact for complaints	Director of Health Services
Operator (name)	KinVillage Association	Phone number of complaint contact	(604) 943-0155 ext 232
Opened	1980	Current language(s) spoken by staff	English
Councils	Resident only	Visitor parking (cost)	Yes (no cost)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.57
Funded Allied Health hours per resident per day	0.32
Total 2015/16 funded direct care hours per resident per day	2.89

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	100
Publicly funded beds (short- and long-term)	100	Semi-private rooms	0
Total beds	100	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

KinVillage West Court QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			20 Jan 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		8.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	20.1%	13.2%
% of residents receiving recreation therapy	73.5%	27.9%
% of residents receiving occupational therapy	0.6%	7.6%
% of residents diagnosed with depression	19.0%	23.9%
% of residents receiving depression medication	40.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.2%	26.9%
Daily physical restraints	12.8%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/kinvillage-west-court
http://kinvillage.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kiwanis-care-centre-vcha/>

Facility	Kiwanis Care Centre (North Vancouver)		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2444 Burr Place	Accredited (Expiry date)	Yes (2016)
City/postal code	North Vancouver, BC V7H 3A5	Accreditation status	Accredited
Phone number	(604) 924-8300	Contact for complaints	Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 762-5847
Opened	1998	Current language(s) spoken by staff	English, Farsi, Tagalog, French, Spanish, Korean, Polish, Taiwanese, Greek, Italian, Cantonese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.05
Funded Allied Health hours per resident per day	0.24
Total 2015/16 funded direct care hours per resident per day	3.29

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	183
Publicly funded beds (short- and long-term)	177	Semi-private rooms	9
Special Care Plus Unit beds	12	Multi-person rooms	0
Total beds	189		

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Mar 2013		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			3		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		2	1.1	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		2	1.1	1.6
Fall with injury/Adverse event		20	10.6	11.9	Other injury		2	1.1	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		22	11.6	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility (not including special care unit)	Special Care Plus Unit	BC Avg
% of residents receiving physical therapy	13.6%	Info not available	13.2%
% of residents receiving recreation therapy	66.7%	49.1%	27.9%
% of residents receiving occupational therapy	8.3%	Info not available	7.6%
% of residents diagnosed with depression	32.0%	37.9%	23.9%
% of residents receiving depression medication	58.3%	83.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38.3%	77.4%	26.9%
Daily physical restraints	18.3%	33.6%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kiwanis-care-centre-new-westminster-fha/>

Facility	Kiwanis Care Centre (New Westminster)		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	35 Clute Street	Accredited (Expiry date)	Yes (Oct 2020)
City/postal code	New Westminster, BC 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	Current language(s) 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	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	59
Publicly funded beds (short- and long-term)	75	Semi-private rooms	8
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			31 Oct 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		10	13.3	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	65.9%	13.2%
% of residents receiving recreation therapy	83.6%	27.9%
% of residents receiving occupational therapy	39.5%	7.6%
% of residents diagnosed with depression	10.6%	23.9%
% of residents receiving depression medication	37.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.4%	26.9%
Daily physical restraints	6.4%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/kiwanis-care-centre
http://kiwaniscarecentre.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kiwanis-village-lodge-island/>

Facility		Kiwanis Village Lodge	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1233 Nelson St	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Nanaimo, BC V9S 5J4	Accreditation status	Accredited
Phone number	(250) 753-6471	Contact for complaints	Executive Director
Operator (name)	Nanaimo District Sen Citizens Housing Dev Society	Phone number of complaint contact	(250) 753-6471
Opened	1991	Current language(s) spoken by staff	English, French, Tagalog, Mandarin, Dutch, German
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	75
Publicly funded beds (short- and long-term)	75	Semi-private rooms	0
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Kiwanis Village Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Aug 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			6		Number substantiated licensing complaints			5	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	2	2.7	1.6
Fall with injury/Adverse event			18	24.0	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	24.2%	23.9%
% of residents receiving depression medication	39.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.5%	26.9%
Daily physical restraints	21.8%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/kopernik-lodge-vcha/>

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

Funding	
Funded nursing care hours per resident per day	2.41
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	2.74

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	45
Publicly funded beds (short- and long-term)	85	Semi-private rooms	21
Total beds	87	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			28 Sep 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	1	1.1	1.6
Fall with injury/Adverse event			17	19.5	11.9	Other injury	2	2.3	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.6%	13.2%
% of residents receiving recreation therapy	15.7%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	26.0%	23.9%
% of residents receiving depression medication	39.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30.4%	26.9%
Daily physical restraints	15.0%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/lady-minto-hospital-island/>

Facility		Lady Minto Hospital	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	135 Crofton Rd	Accredited (Expiry date)	Yes (2018)
City/postal code	Salt Spring Island, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.73
Funded Allied Health hours per resident per day	0.47
Total 2015/16 funded direct care hours per resident per day	3.20

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	1
Publicly funded beds (short- and long-term)	29	Semi-private rooms	4
Total beds	29	Multi-person rooms	5

Source: * Ministry of Health, ** Facility

Lady Minto Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	08 Jan 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	0		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	5.7%	23.9%
% of residents receiving depression medication	18.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	5.9%	26.9%
Daily physical restraints	5.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/lake-country-lodge-ih/>

Facility		Lake Country Lodge	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	100-10163 Korschuh Rd	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Winfield, BC V4V 2M2	Accreditation status	Commendation
Phone number	(250) 766-3121	Contact for complaints	Clinical Lead / Director of Care / General Manager
Operator (name)	Lake Country Lodge Ltd.	Phone number of complaint contact	(250) 766-3007 ext 5
Opened	1987	Current language(s) spoken by staff	English, German, Russian, Tagalog, Punjabi, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	41
Publicly funded beds (short- and long-term)	45	Semi-private rooms	4
Total beds	49	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Lake Country Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection		24 Sep 2015		Reason for licensing inspection			Monitoring				
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity	
Number of licensing complaints				1		Number substantiated licensing complaints				0	
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1		2.0	0.7	Medication error with adverse event		0		0.0	0.2
Abuse/neglect		4		8.2	1.0	Missing or wandering person		3		6.1	1.6
Fall with injury/Adverse event		6		12.2	11.9	Other injury		2		4.1	1.6
Food or other poisoning		0		0.0	0.1	Aggression between persons in care		1		2.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	25.0%	7.6%
% of residents diagnosed with depression	27.7%	23.9%
% of residents receiving depression medication	47.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.4%	26.9%
Daily physical restraints	8.4%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Lake%20Country%20Lodge http://www.balticproperties.ca/index.php?option=com_content&view=article&id=32&Itemid=26



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/lake-view-care-centre-vcha/>

Facility	Lake View Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	3490 Porter Street/ 3499 Porter Street	Accredited (Expiry date)	Yes (Sep 2017)
City/postal code	Vancouver, BC 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) 874-2803 ext 2228 / (604) 874-2803 ext 2321
Opened	1993	Current language(s) spoken by staff	English, Cantonese, Mandarin, Korean, Tagalog, Hindi, Spanish, Vietnamese
Councils	Separate Resident & Family	Visitor parking (cost)	No
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day	0.19
Total 2015/16 funded direct care hours per resident per day	2.72

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	101
Publicly funded beds (short- and long-term)	165	Semi-private rooms	32
Total beds	165	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Lake View Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			07 Oct 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.6		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			18		10.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.6%	13.2%
% of residents receiving recreation therapy	0.8%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	22.4%	23.9%
% of residents receiving depression medication	30.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.0%	26.9%
Daily physical restraints	2.3%	9.1%

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	

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/lakeview-care-centre/
http://www.reveraliving.com/long-term-care/locations/lakeview



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/lakeshore-care-centre-fha/>

Facility		Lakeshore Care Centre	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	657 Gatenbury Street	Accredited (Expiry date)	No
City/postal code	Coquitlam, BC V3J 5G9	Accreditation status	N/A
Phone number	(604) 939-9277	Contact for complaints	Resident Care Coordinator / Director of Care
Operator (name)	Dunblane Estates Partnership Ltd	Phone number of complaint contact	(604) 939-9277 ext 103
Opened	Info not available	Current language(s) spoken by staff	Filipino, English, Korean, Greek, Punjabi, Persian
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.61
Funded Allied Health hours per resident per day	0.32
Total 2015/16 funded direct care hours per resident per day	2.94

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	3	Private rooms	42
Publicly funded beds (short- and long-term)	53	Semi-private rooms	7
Total beds	56	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Lakeshore Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			02 May 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		1	1.8	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.0%	13.2%
% of residents receiving recreation therapy	33.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	13.6%	23.9%
% of residents receiving depression medication	24.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.9%	26.9%
Daily physical restraints	6.6%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---tri-cities/lakeshore-care-centre
http://tcgcare.com/lakeshore-care-centre-2/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/lakeview-lodge-ih/>

Facility	Lakeview Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2337 Butt Road	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	West Kelowna, BC V4T 3L3		
Phone number	(250) 768-3802	Accreditation status	Commendation
Operator (name)	Lakeview Lodge Limited Partnership	Contact for complaints	Director Care / General Manager
Opened	2013	Phone number of complaint contact	(250) 768-3802 ext 102 / (250) 768-3802 ext 104
Councils	Combined Resident & Family Councils		
Meetings held	Regular Schedule	Current language(s) spoken by staff	Filipino, Portuguese, Italian, Punjabi, English
Food services provided by:	Operator	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	14	Private rooms	114
Publicly funded beds (short- and long-term)	100	Semi-private rooms	0
Total beds	114	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Lakeview Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			26 Sep 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.9		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			25		21.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									3	
									2.6	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	21.8%	13.2%
% of residents receiving recreation therapy	49.4%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	16.7%	23.9%
% of residents receiving depression medication	39.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.2%	26.9%
Daily physical restraints	12.1%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.balticproperties.ca/index.php?option=com_content&view=article&id=39&Itemid=65



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/langley-gardens-fha/>

Facility		Langley Gardens	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8888 202nd Street	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Langley, BC V1M 4A7	Accreditation status	Accredited
Phone number	(604) 888-0228	Contact for complaints	Director of Care
Operator (name)	Chartwell Retirement Homes	Phone number of complaint contact	(604) 881-8107
Opened	2008	Current language(s) spoken by staff	English, Tagalog, Croatian, Ukrainian, Spanish, Punjabi, Hindi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.43
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.74

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	19	Private rooms	86
Publicly funded beds (short- and long-term)	73	Semi-private rooms	6
Total beds	92	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Langley Gardens QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			26 Sep 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			6		Number substantiated licensing complaints			4	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	1.1	1.0	Missing or wandering person		1	1.1	1.6
Fall with injury/Adverse event		10	10.9	11.9	Other injury		2	2.2	1.6
Food or other poisoning		1	1.1	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	37.7%	13.2%
% of residents receiving recreation therapy	70.4%	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	12.4%	23.9%
% of residents receiving depression medication	33.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.2%	26.9%
Daily physical restraints	1.7%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/langley-gardens http://chartwell.com/index



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/langley-lodge-fha/>

Facility			
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	5451-204th St	Accredited (Expiry date)	Yes (May 2020)
City/postal code	Langley, BC V3A 5M9	Accreditation status	Exemplary
Phone number	(604) 530-2305	Contact for complaints	CEO / Director of Care
Operator (name)	Langley Care Society	Phone number of complaint contact	(604) 532-4216 / (604) 532-4212
Opened	Info not available	Current language(s) spoken by staff	Various
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.51
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	27	Private rooms	127
Publicly funded beds (short- and long-term)	112	Semi-private rooms	6
Total beds	139	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Langley Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Apr 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	0.7	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		11	7.9	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2	1.4	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	21.9%	13.2%
% of residents receiving recreation therapy	20.6%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	24.0%	23.9%
% of residents receiving depression medication	51.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.5%	26.9%
Daily physical restraints	3.7%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/langley-lodge http://langleylodge.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/langley-memorial-hospital-ecu-fha/>

Facility			
Langley Memorial Hospital ECU			
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	22051 Fraser Hwy	Accredited (Expiry date)	Yes (May 2018)
City/postal code	Langley, BC V3A 4H4	Accreditation status	Accredited
Phone number	(604) 514-6026	Contact for complaints	Resident Care Coordinator / Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 514-6190
Opened	Info not available	Current language(s) spoken by staff	English, Pujabi, Hindi, Hungarian
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	3.06
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	3.37

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	8
Publicly funded beds (short- and long-term)	220	Semi-private rooms	4
Total beds	220	Multi-person rooms	44

Source: * Ministry of Health; ** Facility

Langley Memorial Hospital ECU QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			11 Jul 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			2		0.9		1.0		Missing or wandering person	
Fall with injury/Adverse event			3		1.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	7.8%	13.2%
% of residents receiving recreation therapy	30.9%	27.9%
% of residents receiving occupational therapy	3.2%	7.6%
% of residents diagnosed with depression	9.5%	23.9%
% of residents receiving depression medication	41.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.9%	26.9%
Daily physical restraints	2.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---langley/langley-memorial-hospital



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/laurel-place-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.63
Funded Allied Health hours per resident per day	0.22
Total 2015/16 funded direct care hours per resident per day	2.85

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	33	Private rooms	171
Publicly funded beds (short- and long-term)	190	Semi-private rooms	6
Total beds	223	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			29 Nov 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			4		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		0.4		1.0		Missing or wandering person	
Fall with injury/Adverse event			5		2.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									0.2	
									2	
									2	
									0	
									0.0	
									0.9	
									0.9	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	28.0%	13.2%
% of residents receiving recreation therapy	21.5%	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	23.0%	23.9%
% of residents receiving depression medication	48.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.7%	26.9%
Daily physical restraints	29.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/little-mountain-place-vcha/>

Facility	Little Mountain Place		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	330 East 36th Avenue	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V5W 3Z4	Accreditation status	N/A
Phone number	(604) 325-2298	Contact for complaints	Senior 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day	0.21
Total 2015/16 funded direct care hours per resident per day	2.68

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	117
Publicly funded beds (short- and long-term)	117	Semi-private rooms	0
Total beds	117	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Little Mountain Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			06 May 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	0.9	1.6
Fall with injury/Adverse event		22	18.8	11.9	Other injury		4	3.4	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2	1.7	1.5

Source: Health Authority

Care Services & Quality	2015-16	Facility	BC
% of residents receiving physical therapy		0.2%	13.2%
% of residents receiving recreation therapy		0.0%*	27.9%
% of residents receiving occupational therapy		0.0%*	7.6%
% of residents diagnosed with depression		18.6%	23.9%
% of residents receiving depression medication		32.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis		23.0%	26.9%
Daily physical restraints		6.0%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/louis-brier-home-and-hospital-vcha/>

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 (Expiry date)	No
City/postal code	Vancouver, BC V6M 1W9	Accreditation status	N/A
Phone number	(604) 261-9376	Contact for complaints	Executive Leader, Care Services
Operator (name)	The Louis Brier Jewish Residence Society	Phone number of complaint contact	(604) 267-4785
Opened	1979	Current language(s) spoken by staff	English, Hebrew, Tagalog, Mandarin, Hungarian, Russian, French, Romanian
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.38
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	2.75

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	149
Publicly funded beds (short- and long-term)	215	Semi-private rooms	33
Total beds	215	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Louis Brier Home and Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			04 Oct 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			4		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		11	5.1	11.9	Other injury		3	1.4	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		9	4.2	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	34.3%	13.2%
% of residents receiving recreation therapy	1.1%	27.9%
% of residents receiving occupational therapy	10.3%	7.6%
% of residents diagnosed with depression	16.2%	23.9%
% of residents receiving depression medication	48.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40.8%	26.9%
Daily physical restraints	3.7%	9.1%

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	

Source: Facility

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/ http://louisbrier.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/luther-court-island/>

Facility		Luther Court	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1525 Cedar Hill X Rd	Accredited (Expiry date)	Yes (Sep 2018)
City/postal code	Saanich, BC V8P 5M1	Accreditation status	Exemplary
Phone number	(250) 477-7241	Contact for complaints	Executive Director
Operator (name)	Luther Court Society	Phone number of complaint contact	(250) 477-7241 ext 26
Opened	1979	Current language(s) spoken by staff	German, French, Punjabi, Hindi, Tagalog, Spanish
Councils	No Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	N/A	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	60
Publicly funded beds (short- and long-term)	60	Semi-private rooms	0
Total beds	60	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			11 Aug 2015		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			6		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		15.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	29.0%	23.9%
% of residents receiving depression medication	46.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.8%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Oral health, foot care wheelchair & walker cleaning

Source: Facility

Link to web page
http://www.viha.ca/hcc/assisted/locations/luther_court.htm
http://www.luthercourt.org/index.php?option=com_content&task=view&id=50&Itemid=87



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/lynn-valley-care-centre-vcha/>

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 (Expiry date)	Yes (Oct 2019)
City/postal code	North Vancouver, BC V7J 1Z8	Accreditation status	Accredited
Phone number	(604) 982-3710	Contact for complaints	Director of Care / Assistant Director of Care
Operator (name)	North Shore Private Hospital (1985) Ltd	Phone number of complaint contact	(604) 982-3700 / (604) 982-3712
Opened	1985	Current language(s) spoken by staff	English, French, Spanish, German, Polish, Farsi, Punjabi, Tagalog
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day	0.22
Total 2015/16 funded direct care hours per resident per day	3.08

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	65	Private rooms	178
Publicly funded beds (short- and long-term)	139	Semi-private rooms	13
Total beds	204	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Lynn Valley Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			16 Feb 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			5		Number substantiated licensing complaints			3	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		21	10.3	11.9	Other injury		1	0.5	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.7%	13.2%
% of residents receiving recreation therapy	0.6%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	16.4%	23.9%
% of residents receiving depression medication	56.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	51.1%	26.9%
Daily physical restraints	16.6%	9.1%

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	

Source: Facility

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/



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Mackenzie & District Hospital and Health Centre		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	45 Centennial Drive	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Mackenzie, BC V0J 2C0	Accreditation status	Accredited
Phone number	(250) 997-3263	Contact for complaints	Health Service Administrator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 997-8500
Opened	2009	Current language(s) spoken by staff	English
Councils	No Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	No Meetings	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	4
Publicly funded beds (short- and long-term)	4	Semi-private rooms	0
Total beds	4	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		13 Apr 2012		Reason for licensing inspection			Routine
Complaints 2015-16		Quantity		Complaints 2015-16		Quantity	
Number of licensing complaints		Suppressed		Number substantiated licensing complaints			Suppressed
Incidents 2015-16	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	Suppressed	0.7		Medication error with adverse event	Suppressed	0.2	
Abuse/neglect	Suppressed	1.0		Missing or wandering person	Suppressed	1.6	
Fall with injury/Adverse event	Suppressed	11.9		Other injury	Suppressed	1.6	
Food or other poisoning	Suppressed	0.1		Aggression between persons in care	Suppressed	1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Suppressed	13.2%
% of residents receiving recreation therapy	Suppressed	27.9%
% of residents receiving occupational therapy	Suppressed	7.6%
% of residents diagnosed with depression	Suppressed	23.9%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	26.9%
Daily physical restraints	Suppressed	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880436-mackenzie-mackenzie-and-district-hospital-and-health-centre



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/madison-care-centre-fha/>

Facility		Madison Care Centre	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	1399 Foster Avenue	Accredited (Expiry date)	No
City/postal code	Coquitlam, BC 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 ext 5
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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.64
Funded Allied Health hours per resident per day	0.16
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	41	Private rooms	128
Publicly funded beds (short- and long-term)	96	Semi-private rooms	9
Total beds	137	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Madison Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			2 May 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16							
			Total Number		Per 100 beds		BC Avg / 100 beds			
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		5.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									0.7	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.3%	13.2%
% of residents receiving recreation therapy	3.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	25.1%	23.9%
% of residents receiving depression medication	47.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.2%	26.9%
Daily physical restraints	24.5%	9.1%

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	Clothing labelling fee, hairdresser, pharmacy

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/malaspina-gardens-island/>

Facility		Malaspina Gardens	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	388 Machleary Street	Accredited (Expiry date)	No
City/postal code	Nanaimo, BC V9R 2G9	Accreditation status	N/A
Phone number	(250) 745-7711	Contact for complaints	General Manager
Operator (name)	Chartwell Retirement Homes	Phone number of complaint contact	(250) 754-7711 ext 23
Opened	1979	Current language(s) spoken by staff	English, Filipino, French, Punjabi, Dutch
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	34	Private rooms	103
Publicly funded beds (short- and long-term)	135	Semi-private rooms	16
Total beds	169	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Malaspina Gardens QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			22 Sep 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			4		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		0.6		1.0		Missing or wandering person	
Fall with injury/Adverse event			17		10.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.2%	13.2%
% of residents receiving recreation therapy	0.4%	27.9%
% of residents receiving occupational therapy	1.2%	7.6%
% of residents diagnosed with depression	23.3%	23.9%
% of residents receiving depression medication	49.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.2%	26.9%
Daily physical restraints	14.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/malaspina_gardens.htm
http://chartwell.com/long-term-care-homes/chartwell-malaspina-gardens-care-residence



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/maple-ridge-seniors-village-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.65
Funded Allied Health hours per resident per day	0.24
Total 2015/16 funded direct care hours per resident per day	2.89

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	108
Publicly funded beds (short- and long-term)	90	Semi-private rooms	0
Total beds	90	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Maple Ridge Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			10 Aug 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.1		0.7		Medication error with adverse event	
Abuse/neglect			3		3.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			22		24.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	19.9%	13.2%
% of residents receiving recreation therapy	7.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	14.7%	23.9%
% of residents receiving depression medication	38.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.4%	26.9%
Daily physical restraints	4.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/maplewood-house-fha/>

Facility		Maplewood House	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1919 Jackson St.	Accredited (Expiry date)	Yes (2018)
City/postal code	Abbotsford, BC V2S 2Z8	Accreditation status	N/A
Phone number	(604) 853-5585	Contact for complaints	Director of Resident Services
Operator (name)	Maplewood Seniors Care Society	Phone number of complaint contact	(604) 870-7560
Opened	1989	Current language(s) spoken by staff	English, Punjabi, Various Languages
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	78
Publicly funded beds (short- and long-term)	76	Semi-private rooms	0
Total beds	78	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Maplewood House QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			08 Nov 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		2	2.5	1.6
Fall with injury/Adverse event		9	11.4	11.9	Other injury		1	1.3	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2	2.5	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.4%	13.2%
% of residents receiving recreation therapy	61.9%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	20.7%	23.9%
% of residents receiving depression medication	48.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32.2%	26.9%
Daily physical restraints	12.4%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mariposa-gardens-ih/>

Facility	Mariposa Gardens		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8816 97th St. (Hwy 97)	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Osoyoos, BC V0H 1V5	Accreditation status	Exemplary
Phone number	(250) 495-8124	Contact for complaints	General Manager
Operator (name)	Baltic Properties Ltd.	Phone number of complaint contact	(250) 495-8124 ext 102
Opened	2008	Current language(s) spoken by staff	English, Portuguese, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	5	Private rooms	97
Publicly funded beds (short- and long-term)	104	Semi-private rooms	6
Total beds	109	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Mariposa Gardens QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			31 Oct 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			7		Number substantiated licensing complaints			3		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			2		1.8		1.0		Missing or wandering person	
Fall with injury/Adverse event			15		13.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.6%	13.2%
% of residents receiving recreation therapy	21.2%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	18.9%	23.9%
% of residents receiving depression medication	45.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32.3%	26.9%
Daily physical restraints	5.8%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mariposa%20Gardens
http://www.balticproperties.ca/index.php?option=com_content&view=article&id=14&Itemid=23



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	McBride & District Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	1136 5th Avenue	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	McBride, BC V0J 2E0	Accreditation status	Accredited
Phone number	(250) 569-2251	Contact for complaints	Patient Care Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 569-7326
Opened	2001	Current language(s) spoken by staff	English, Hungarian, Ukranian
Councils	Info not available	Visitor parking (cost)	Yes (no fee)
Meetings held	Info not available	Personal spending account (comfort fund)	Yes
Food services provided by:	Info not available		
Food prepared and cooked on site	Info not available		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	7
Publicly funded beds (short- and long-term)	8	Semi-private rooms	1
Total beds	8	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

McBride & District Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			22 Mar 2012		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			0		0.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	15.6%	23.9%
% of residents receiving depression medication	47.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.0%	26.9%
Daily physical restraints	75.5%	9.1%

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	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880435-mcbride-mcbride-and-district-hospital



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mckinney-place-south-okanagan-general-hospital-ih/>

Facility			
McKinney Place – South Okanagan General Hospital			
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	911 McKinney Road	Accredited (Expiry date)	Yes
City/postal code	Oliver, BC V0H 1T0	Accreditation status	Accredited
Phone number	(250) 498-5040	Contact for complaints	Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 485-8477
Opened	1980	Current language(s) spoken by staff	English, French, German, Hindi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.24

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	7
Publicly funded beds (short- and long-term)	75	Semi-private rooms	4
Total beds	75	Multi-person rooms	15

Source: * Ministry of Health; ** Facility

McKinney Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			15 Nov 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.3		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			13		17.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.8%	13.2%
% of residents receiving recreation therapy	12.0%	27.9%
% of residents receiving occupational therapy	2.4%	7.6%
% of residents diagnosed with depression	31.4%	23.9%
% of residents receiving depression medication	33.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	13.5%	26.9%
Daily physical restraints	1.1%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/menno-home-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	186
Publicly funded beds (short- and long-term)	196	Semi-private rooms	5
Total beds	196	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			05 Jan 2016		Reason for licensing inspection			Routine			
Complaints			2015-16		Quantity		Complaints				
							2015-16				
							Quantity				
Number of licensing complaints			2		Number substantiated licensing complaints			1			
Incidents			2015-16								
			Total Number		Per 100 beds		BC Avg / 100 beds				
Disease outbreak or occurrence			8		4.1		0.7		Medication error with adverse event		
Abuse/neglect			1		0.5		1.0		Missing or wandering person		
Fall with injury/Adverse event			21		10.7		11.9		Other injury		
Food or other poisoning			0		0.0		0.1		Aggression between persons in care		

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	7.2%	13.2%
% of residents receiving recreation therapy	88.3%	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	23.3%	23.9%
% of residents receiving depression medication	61.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.6%	26.9%
Daily physical restraints	4.3%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/menno-home
https://mennoplace.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/menno-hospital-fha/>

Facility		Menno Hospital	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	32945 Marshall Road	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Abbotsford, BC V2S 1K1	Accreditation status	Exemplary
Phone number	(604) 859-7631	Contact for complaints	Karen L Baillie, CEO or Hilde Wiebe, Executive Director of Care Services
Operator (name)	Mennonite Benevolent Society	Phone number of complaint contact	(604) 859-7631
Opened	1960	Current language(s) spoken by staff	English
Councils	Separate Resident & Family/Friends Councils	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.99
Funded Allied Health hours per resident per day	0.38
Total 2015/16 funded direct care hours per resident per day	3.37

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	59
Publicly funded beds (short- and long-term)	151	Semi-private rooms	43
Total beds	151	Multi-person rooms	2

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			13 May 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			3		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			2		1.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			12		7.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									0.7	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.4%	13.2%
% of residents receiving recreation therapy	65.0%	27.9%
% of residents receiving occupational therapy	0.7%	7.6%
% of residents diagnosed with depression	23.2%	23.9%
% of residents receiving depression medication	51.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.5%	26.9%
Daily physical restraints	10.4%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/minoru-residence-vcha/>

Facility			
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	7333 Gollner Avenue	Accredited (Expiry date)	Yes (Sep 2020)
City/postal code	Richmond, BC 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 (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day	0.27
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	70
Publicly funded beds (short- and long-term)	250	Semi-private rooms	90
Total beds	250	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Minoru Residence QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Jul 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			2	0.8	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			4	1.6	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	34.8%	13.2%
% of residents receiving recreation therapy	24.7%	27.9%
% of residents receiving occupational therapy	25.0%	7.6%
% of residents diagnosed with depression	14.0%	23.9%
% of residents receiving depression medication	37.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32.7%	26.9%
Daily physical restraints	2.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/monashee-mews-ih/>

Facility	Monashee Mews		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2165 Norris Avenue	Accredited (Expiry date)	Yes (Jan 2017)
City/postal code	Lumby, BC V0E 2G5	Accreditation status	Primer
Phone number	(778) 473-0100	Contact for complaints	Community Administrator
Operator (name)	inSite Housing, Hospitality & Health Services Inc.	Phone number of complaint contact	(778) 473-0100
Opened	2013	Current language(s) spoken by staff	English
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	46
Publicly funded beds (short- and long-term)	46	Semi-private rooms	0
Total beds	46	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 Aug 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		17.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	16.2%	13.2%
% of residents receiving recreation therapy	11.3%	27.9%
% of residents receiving occupational therapy	0.5%	7.6%
% of residents diagnosed with depression	50.0%	23.9%
% of residents receiving depression medication	68.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.2%	26.9%
Daily physical restraints	33.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.insiteseniorcare.com/about-our-communities/monashee-mews-lumby/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/morgan-place-fha/>

Facility	Morgan Place		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3288 156a St	Accredited (Expiry date)	Yes (2017)
City/postal code	Surrey, BC 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, Cantonese, Mandarin
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	13	Private rooms	111
Publicly funded beds (short- and long-term)	128	Semi-private rooms	5
Total beds	141	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			14 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			2		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		4	2.8	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	37.8%	13.2%
% of residents receiving recreation therapy	67.0%	27.9%
% of residents receiving occupational therapy	5.6%	7.6%
% of residents diagnosed with depression	16.3%	23.9%
% of residents receiving depression medication	57.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.4%	26.9%
Daily physical restraints	19.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mount-cartier-court-queen-victoria-hospital-ih/>

Facility		Mount Cartier Court (Queen Victoria Hospital)	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1200 Newlands Rd	Accredited (Expiry date)	Yes (Sep 2015)
City/postal code	Revelstoke, BC V0E 2S1	Accreditation status	Commendation
Phone number	(250) 837-2131	Contact for complaints	Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 814-2224
Opened	2006	Current language(s) spoken by staff	English, translators available
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.06
Funded Allied Health hours per resident per day	0.39
Total 2015/16 funded direct care hours per resident per day	3.45

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	38
Publicly funded beds (short- and long-term)	44	Semi-private rooms	6
Total beds	44	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			28 Sep 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		2.3		0.7		Medication error with adverse event	
Abuse/neglect			1		2.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			4		9.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.6%	13.2%
% of residents receiving recreation therapy	60.9%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	20.4%	23.9%
% of residents receiving depression medication	51.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.3%	26.9%
Daily physical restraints	5.3%	9.1%

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	Clothing labeling, ID bracelet

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mount-ida-mews-ih/>

Facility			
Facility	Mount Ida Mews		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	100 5th Avenue	Accredited (Expiry date)	Info not available
City/postal code	Salmon Arm, BC V1E 4H4	Accreditation status	Info not available
Phone number	(778) 484-5415	Contact for complaints	Info not available
Operator (name)	InSite Housing & Hospitality & Health Services Inc.	Phone number of complaint contact	Info not available
Opened	2012	Current language(s) spoken by staff	Info not available
Councils	Info not available	Visitor parking (cost)	Info not available
Meetings held	Info not available	Personal spending account (comfort fund)	Info not available
Food services provided by:	Info not available		
Food prepared and cooked on site	Info not available		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	Info not available
Publicly funded beds (short- and long-term)	71	Semi-private rooms	Info not available
Total beds	72	Multi-person rooms	Info not available

Source: * Ministry of Health; ** Facility

Mount Ida Mews QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			07 Mar 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			20		27.8		11.9		Other injury	
Food or other poisoning			1		1.4		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	33.9%	13.2%
% of residents receiving recreation therapy	45.8%	27.9%
% of residents receiving occupational therapy	4.9%	7.6%
% of residents diagnosed with depression	25.0%	23.9%
% of residents receiving depression medication	50.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33.4%	26.9%
Daily physical restraints	24.5%	9.1%

Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	Included	Service	Included
Personal cable monthly service	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

Link to web page
https://www.insiteseniorcare.com/about-our-communities/mount-ida-mews-salmon-arm/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mount-st-joseph-hospital-vcha/>

Facility	Mount St Joseph Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	3080 Prince Edward	Accredited (Expiry date)	Yes (Nov 2016)
City/postal code	Vancouver, BC V5T 3N4	Accreditation status	Exemplary
Phone number	(604) 874-1141	Contact for complaints	Clinical Nurse Leader / Social Worker / Operations Leader/ Resident Relation Leader
Operator (name)	Providence Health Care	Phone number of complaint contact	(604) 877-8520 / (604) 877-8541 / (604) 877-8542 / (604) 806-8264
Opened	2004	Current language(s) spoken by staff	English, Tagalog, Punjabi, Hindi, Cantonese, Mandarin, Polish
Councils	Resident & Combined Resident & Family Councils	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day	0.28
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

951 Murray St. Box 249

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	16
Publicly funded beds (short- and long-term)	99	Semi-private rooms	8
Total beds	99	Multi-person rooms	17

Source: * Ministry of Health; ** Facility

Mount St Joseph Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			10 Mar 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		6	6.1	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	72.5%	13.2%
% of residents receiving recreation therapy	8.0%	27.9%
% of residents receiving occupational therapy	76.3%	7.6%
% of residents diagnosed with depression	25.1%	23.9%
% of residents receiving depression medication	33.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	12.5%	26.9%
Daily physical restraints	1.6%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/mount-st-joseph-hospital/
http://www.providencehealthcare.org/hospitals-residences



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mount-st-mary-hospital-island/>

Facility	Mount St. Mary Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	861 Fairfield Rd.	Accredited (Expiry date)	Yes (Dec 2016)
City/postal code	Victoria, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.26

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	184
Publicly funded beds (short- and long-term)	200	Semi-private rooms	8
Total beds	200	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Mount St. Mary Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	15 Mar 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	4		
Complaints	2015-16	Quantity	Complaints 2015-16 Quantity
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.6%	13.2%
% of residents receiving recreation therapy	13.4%	27.9%
% of residents receiving occupational therapy	64.6%	7.6%
% of residents diagnosed with depression	26.9%	23.9%
% of residents receiving depression medication	58.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.4%	26.9%
Daily physical restraints	1.9%	9.1%

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 admin fee

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/mount_st_mary_hospital.htm
http://www.mtstmary.victoria.bc.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mountain-lake-seniors-community-ltd-ih/>

Facility		Mountain Lake Seniors' Community Ltd.	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	908 11th St	Accredited (Expiry date)	Yes (May 2018)
City/postal code	Nelson, BC V1L 7A6	Accreditation status	Accredited
Phone number	(250) 352-2600	Contact for complaints	Program Manager / Community Administrator
Operator (name)	Park Place Seniors Living Inc.	Phone number of complaint contact	(250) 352-2600 ext 126 / (250) 352-2600 ext 103
Opened	2005	Current language(s) spoken by staff	English
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	7	Private rooms	92
Publicly funded beds (short- and long-term)	85	Semi-private rooms	0
Total beds	92	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			14 Mar 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			10		10.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									1.1	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	28.2%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	19.6%	23.9%
% of residents receiving depression medication	50.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.5%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Mountain%20Lake%20Seniors%20Community http://www.parkplaceseniorsliving.com/mountain-lake



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mountain-view-lodge-lillooet-hosp-hctr-ih/>

Facility	Mountain View Lodge (Lillooet Hosp HCtr)		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	951 Murray St. Box 249	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Lillooet, BC V0K 1V0	Accreditation status	Accredited
Phone number	(250) 256-1312	Contact for complaints	Resident Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 256-1346
Opened	1980	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day	0.45
Total 2015/16 funded direct care hours per resident per day	3.35

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	20
Publicly funded beds (short- and long-term)	22	Semi-private rooms	1
Total beds	22	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			18 May 2016			Reason for licensing inspection			Monitoring		
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity	
Number of licensing complaints			0			Number substantiated licensing complaints			0		
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1		4.5	0.7	Medication error with adverse event		0		0.0	0.2
Abuse/neglect		0		0.0	1.0	Missing or wandering person		0		0.0	1.6
Fall with injury/Adverse event		4		18.2	11.9	Other injury		0		0.0	1.6
Food or other poisoning		0		0.0	0.1	Aggression between persons in care		1		4.5	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	30.8%	13.2%
% of residents receiving recreation therapy	3.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	35.6%	23.9%
% of residents receiving depression medication	56.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.7%	26.9%
Daily physical restraints	3.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mountain-view-manor-at-delta-hospital-fha/>

Facility		Mountain View Manor at Delta Hospital	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	5800 Mountainview	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Delta, BC V4K 3V6	Accreditation status	Accredited
Phone number	(604) 946-1121		
Operator (name)	Fraser Health	Contact for complaints	Manager / Resident Care Coordinator
Opened	Info not available	Phone number of complaint contact	(604) 946-1121 ext 783299
Councils	Separate Resident & Family	Current language(s) spoken by staff	Portuguese, English, Italian, Mandarin, Cantonese, Punjabi, German, Dutch, Tagalog
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	3.12
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.49

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	12
Publicly funded beds (short- and long-term)	92	Semi-private rooms	4
Total beds	92	Multi-person rooms	18

Source: * Ministry of Health; ** Facility

Mountain View Manor at Delta Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			20 Jun 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.1		1.0		Missing or wandering person	
Fall with injury/Adverse event			4		4.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	23.0%	13.2%
% of residents receiving recreation therapy	82.0%	27.9%
% of residents receiving occupational therapy	3.1%	7.6%
% of residents diagnosed with depression	11.1%	23.9%
% of residents receiving depression medication	43.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.1%	26.9%
Daily physical restraints	12.5%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/mountain-view-manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomeresults/mountainview-lodge-kitimat-general-hospital-nha/>

Facility			
Mountainview Lodge – Kitimat General Hospital			
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	920 Lahakas Blvd.	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Kitimat, BC V8C 2S3	Accreditation status	Accredited
Phone number	(250) 632-8357	Contact for complaints	Linda Tendland – Care Coordinator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 632-8337
Opened	2002	Current language(s) spoken by staff	English, Portuguese, Tagalog, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.94
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.10

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	32
Publicly funded beds (short- and long-term)	36	Semi-private rooms	2
Total beds	36	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Mountainview Lodge – Kitimat General Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			12 Sep 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		2.8		0.7		Medication error with adverse event	
Abuse/neglect			4		11.1		1.0		Missing or wandering person	
Fall with injury/Adverse event			1		2.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.2%	13.2%
% of residents receiving recreation therapy	3.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	44.6%	23.9%
% of residents receiving depression medication	52.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36.0%	26.9%
Daily physical restraints	9.7%	9.1%

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	Clothing labelling fee

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880434-kitimat-mountainview-lodge



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mountainview-village-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	90
Publicly funded beds (short- and long-term)	90	Semi-private rooms	0
Total beds	90	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Mountainview Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)								
Date of last licensing inspection		20 Oct 2016		Reason for licensing inspection		Routine		
Complaints		2015-16		Quantity		Complaints		
		2015-16		Quantity				
Number of licensing complaints		9		Number substantiated licensing complaints		3		
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		
		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event	1	1.1	0.2
Abuse/neglect		5	5.6	1.0	Missing or wandering person	5	5.6	1.6
Fall with injury/Adverse event		11	12.2	11.9	Other injury	2	2.2	1.6
Food or other poisoning		1	1.1	0.1	Aggression between persons in care	1	1.1	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.6%	13.2%
% of residents receiving recreation therapy	9.8%	27.9%
% of residents receiving occupational therapy	1.1%	7.6%
% of residents diagnosed with depression	25.5%	23.9%
% of residents receiving depression medication	54.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30.4%	26.9%
Daily physical restraints	13.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/msa-manor-fha/>

Facility		MSA Manor	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2510 Gladwin Rd	Accredited (Expiry date)	Yes (2018)
City/postal code	Abbotsford, BC V2T 3N9	Accreditation status	N/A
Phone number	(604) 853-5831	Contact for complaints	Director of Resident Services
Operator (name)	The Good Samaritan Society	Phone number of complaint contact	(604) 870-7560
Opened	1973	Current language(s) spoken by staff	English, Punjabi, Various Languages
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.43
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.72

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	34
Publicly funded beds (short- and long-term)	34	Semi-private rooms	0
Total beds	34	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			04 Oct 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		6	17.6	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.5%	13.2%
% of residents receiving recreation therapy	75.6%	27.9%
% of residents receiving occupational therapy	4.1%	7.6%
% of residents diagnosed with depression	25.7%	23.9%
% of residents receiving depression medication	64.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	42.2%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/msa-manor
http://maplewood.bc.ca/care-services/

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/mt-tolmie-hospital-island/>

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

Funding	
Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day	0.28
Total 2015/16 funded direct care hours per resident per day	3.18

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	8
Publicly funded beds (short- and long-term)	72	Semi-private rooms	14
Total beds	72	Multi-person rooms	9

Source: * Ministry of Health; ** Facility

Mt Tolmie Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	04 Oct 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	1		
Complaints	2015-16	Quantity	Complaints 2015-16 Quantity
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	43.2%	27.9%
% of residents receiving occupational therapy	28.7%	7.6%
% of residents diagnosed with depression	27.0%	23.9%
% of residents receiving depression medication	43.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.1%	26.9%
Daily physical restraints	1.4%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/nanaimo-seniors-village-island/>

Facility			
Nanaimo Seniors Village			
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6085 Uplands Drive	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Nanaimo, BC V9V 1T8	Accreditation status	Accredited
Phone number	(250) 729-9524	Contact for complaints	Director of Care
Operator (name)	Retirement Concepts	Phone number of complaint contact	(250) 760-2307
Opened	2001	Current language(s) spoken by staff	English, Filipino, Hindi, Taiwanese, Tagalog, German, Ukrainian, French, Mandarin
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	20	Private rooms	150
Publicly funded beds (short- and long-term)	130	Semi-private rooms	0
Total beds	150	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Nanaimo Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			25 Nov 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			9		Number substantiated licensing complaints			5		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		0.7		1.0		Missing or wandering person	
Fall with injury/Adverse event			30		20.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									18	
									12.0	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.3%	13.2%
% of residents receiving recreation therapy	2.0%	27.9%
% of residents receiving occupational therapy	0.7%	7.6%
% of residents diagnosed with depression	24.7%	23.9%
% of residents receiving depression medication	44.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30.8%	26.9%
Daily physical restraints	11.9%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/com/ceahomerresults/nanaimo-travellers-lodge-island/>

Facility			
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1298 Nelson St	Accredited (Expiry date)	Yes (May 2019)
City/postal code	Nanaimo, BC 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	English, French, Tagalog, Punjabi, Korean, Spanish, Cantonese, Japanese, German
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	90
Publicly funded beds (short- and long-term)	90	Semi-private rooms	0
Total beds	90	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Nanaimo Traveller's Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			30 Sep 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
								Quantity		
Number of licensing complaints					Number substantiated licensing complaints					
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.1		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			13		14.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									17	
									18.9	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.8%	13.2%
% of residents receiving recreation therapy	0.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	27.2%	23.9%
% of residents receiving depression medication	54.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45.6%	26.9%
Daily physical restraints	20.7%	9.1%

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	Clothing labelling fee

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/nanaimo_travellers_lodge.htm
http://www.nanaimotravellerslodge.com/

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/nelson-jubilee-manor-ih/>

Facility	Nelson Jubilee Manor		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	500 West Beasley St	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Nelson, BC V1L 6G9	Accreditation status	Accredited
Phone number	(250) 352-7011	Contact for complaints	Manager / Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 352-7011 ext 35 / (250) 352-7011 ext 34
Opened	1979	Current language(s) spoken by staff	Russian, Ukrainian, Tagalog, Mandarin, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	39
Publicly funded beds (short- and long-term)	40	Semi-private rooms	0
Total beds	40	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Nelson Jubilee Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			03 Feb 2016		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		2	5.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	2.5	1.6
Fall with injury/Adverse event		2	5.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	10.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	7.5%	7.6%
% of residents diagnosed with depression	17.4%	23.9%
% of residents receiving depression medication	45.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.5%	26.9%
Daily physical restraints	9.0%	9.1%

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

https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Nelson%20Jubilee%20Manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/new-horizons-community-of-care-island/>

Facility			
New Horizons Community of Care			
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	850 14th Avenue	Accredited (Expiry date)	Yes (May 2018)
City/postal code	Campbell River, BC V9W 4H4	Accreditation status	Accredited
Phone number	(250) 287-7166	Contact for complaints	Site Leader / Director of Care
Operator (name)	New Horizons Care Centre Partnership	Phone number of complaint contact	(250) 287-7166 ext 228
Opened	2008	Current language(s) spoken by staff	English, French, Spanish, Filipino, Punjabi, Indonesian, Bosnian, German, Italian
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	90
Publicly funded beds (short- and long-term)	86	Semi-private rooms	4
Total beds	88	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

New Horizons Community of Care QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			09 Sep 2016		Reason for licensing inspection			Complaint	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			8		Number substantiated licensing complaints			4	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	1.1	1.6
Fall with injury/Adverse event		18	20.5	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		3	3.4	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.4%	13.2%
% of residents receiving recreation therapy	14.0%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	21.9%	23.9%
% of residents receiving depression medication	58.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34.0%	26.9%
Daily physical restraints	21.2%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/new-vista-care-home-fha/>

Facility		New Vista Care Home	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7550 Rosewood Street	Accredited (Expiry date)	Yes (Oct 2017)
City/postal code	Burnaby, BC 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, Hindi, French, German, Hungarian, Japanese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.41
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.72

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	236
Publicly funded beds (short- and long-term)	236	Semi-private rooms	0
Total beds	236	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

New Vista Care Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			21 Oct 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			4		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			27		11.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									8	
									3.4	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.3%	13.2%
% of residents receiving recreation therapy	1.8%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	14.3%	23.9%
% of residents receiving depression medication	50.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.8%	26.9%
Daily physical restraints	11.2%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/new-vista-care-home
http://newvista.bc.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/noric-house-ih/>

Facility	Noric House		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1400 Mission Rd	Accredited (Expiry date)	Yes (Info not available)
City/postal code	Vernon, BC V1T 9C3	Accreditation status	Commendation
Phone number	(250) 545-9167	Contact for complaints	Resident Care Coordinator / Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 545-9167
Opened	1978	Current language(s) spoken by staff	English, French, Cantonese, Mandarin, South Asian languages, German, Hungarian, Filipino, Spanish, Russian
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	85
Publicly funded beds (short- and long-term)	85	Semi-private rooms	0
Total beds	85	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			06 Jan 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.2		1.0		Missing or wandering person	
Fall with injury/Adverse event			14		16.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	36.1%	13.2%
% of residents receiving recreation therapy	59.0%	27.9%
% of residents receiving occupational therapy	46.7%	7.6%
% of residents diagnosed with depression	37.3%	23.9%
% of residents receiving depression medication	63.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	41.8%	26.9%
Daily physical restraints	7.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/normanna-fha/>

Facility	Normanna		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7725-4th St	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Burnaby, BC V3N 5B6	Accreditation status	Exemplary
Phone number	(604) 522-5812	Contact for complaints	Margaret Douglas-Matthews
Operator (name)	Norwegian Old Peoples Association	Phone number of complaint contact	(604) 515-3330
Opened	2000	Current language(s) spoken by staff	Filipino, Punjabi, Cantonese, Mandarin, English, Gujarati, Hindi, Polish, Swahili
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.65
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	2.98

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	90
Publicly funded beds (short- and long-term)	100	Semi-private rooms	5
Total beds	100	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			01 Mar 2016		Reason for licensing inspection			01 Mar 2016	
Complaints			2015-16		Quantity		Complaints		
							2015-16		
							Quantity		
Number of licensing complaints			2		Number substantiated licensing complaints			1	
Incidents			2015-16						
			Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence			1		1.0		0.7		Medication error with adverse event
Abuse/neglect			0		0.0		1.0		Missing or wandering person
Fall with injury/Adverse event			13		13.0		11.9		Other injury
Food or other poisoning			0		0.0		0.1		Aggression between persons in care
									3
									3.0
									1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.7%	13.2%
% of residents receiving recreation therapy	1.0%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	19.8%	23.9%
% of residents receiving depression medication	44.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.8%	26.9%
Daily physical restraints	9.8%	9.1%

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	Drugs & specialty services, transportation not otherwise covered

Source: Facility

Link to web page

<http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/normanna-rest-home>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/northcrest-care-centre-fha/>

Facility		Northcrest Care Centre	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6771-120th Street	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Delta, BC V4E 2A7	Accreditation status	Accredited
Phone number	(604) 597-7878	Contact for complaints	Executive Director
Operator (name)	Northcrest Care Centre Ltd.	Phone number of complaint contact	(604) 597-7878 ext 222
Opened	Info not available	Current language(s) spoken by staff	Ukrainian, English, Punjabi, Hindi, Tagalog, Urdu, Japanese, Korean, Cantonese, Mandarin
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.24

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	90
Publicly funded beds (short- and long-term)	106	Semi-private rooms	8
Total beds	106	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Northcrest Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			24 Nov 2015		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.9		0.7		Medication error with adverse event	
									0	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
									0	
Fall with injury/Adverse event			8		7.5		11.9		Other injury	
									0	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	13.9%	13.2%
% of residents receiving recreation therapy	74.9%	27.9%
% of residents receiving occupational therapy	0.9%	7.6%
% of residents diagnosed with depression	17.5%	23.9%
% of residents receiving depression medication	56.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17.3%	26.9%
Daily physical restraints	33.3%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/northcrest-care-centre
http://www.northcrestcare.ca/



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

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

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	4
Publicly funded beds (short- and long-term)	5	Semi-private rooms	0
Total beds	5	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		11 Apr 2012		Reason for licensing inspection			Routine
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		Suppressed		Number substantiated licensing complaints			Suppressed
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	Suppressed	0.7		Medication error with adverse event	Suppressed	0.2	
Abuse/neglect	Suppressed	1.0		Missing or wandering person	Suppressed	1.6	
Fall with injury/Adverse event	Suppressed	11.9		Other injury	Suppressed	1.6	
Food or other poisoning	Suppressed	0.1		Aggression between persons in care	Suppressed	1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Suppressed	13.2%
% of residents receiving recreation therapy	Suppressed	27.9%
% of residents receiving occupational therapy	Suppressed	7.6%
% of residents diagnosed with depression	Suppressed	23.9%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	26.9%
Daily physical restraints	Suppressed	9.1%

Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	Included	Service	Included
Personal cable monthly service	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880437-masset-northern-haida-gwaii-hospital-and-health-centre



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/oak-bay-lodge-island/>

Facility		Oak Bay Lodge	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2251 Cadboro Bay Rd.	Accredited (Expiry date)	Yes (Oct 2017)
City/postal code	Victoria, BC V8R 5H3	Accreditation status	Commendation
Phone number	(250) 370-6605	Contact for complaints	Executive Director
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 370-1600
Opened	1972	Current language(s) spoken by staff	Cantonese, Mandarin, Urdu, Punjabi, Hindi, Tagalog, Dutch, French
Councils	Resident only	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	88
Publicly funded beds (short- and long-term)	235	Semi-private rooms	69
Total beds	235	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Oak Bay Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			25 Apr 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			29		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		0.9		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			46		19.6		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									21	
									8.9	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	1.5%	7.6%
% of residents diagnosed with depression	39.8%	23.9%
% of residents receiving depression medication	52.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.1%	26.9%
Daily physical restraints	8.5%	9.1%

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	N/A
Personal telephone monthly service	No	Other fees	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomeresults/orchard-haven-south-similkameen-health-centre-ih/>

Facility		Orchard Haven (South Similkameen Health Centre)	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	700 3rd St	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Keremeos, BC V0X 1N0	Accreditation status	Accredited
Phone number	(250) 499-3030	Contact for complaints	Care Coordinator / Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 499-3000 / (250) 499-3036
Opened	2001	Current language(s) spoken by staff	English, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.94
Funded Allied Health hours per resident per day	0.45
Total 2015/16 funded direct care hours per resident per day	3.39

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	38
Publicly funded beds (short- and long-term)	38	Semi-private rooms	0
Total beds	38	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		13 Jun 2016		Reason for licensing inspection		Monitoring	
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		7		Number substantiated licensing complaints		4	
Incidents		2015-16		Total Number		Per 100 beds	
						BC Avg / 100 beds	
Disease outbreak or occurrence		0		0.0		0.7	
Abuse/neglect		0		0.0		1.0	
Fall with injury/Adverse event		3		7.9		11.9	
Food or other poisoning		0		0.0		0.1	
Medication error with adverse event		0		0.0		0.2	
Missing or wandering person		1		2.6		1.6	
Other injury		0		0.0		1.6	
Aggression between persons in care		0		0.0		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.2%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	8.8%	7.6%
% of residents diagnosed with depression	38.1%	23.9%
% of residents receiving depression medication	55.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33.8%	26.9%
Daily physical restraints	17.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/overlander-ih/>

Facility	Overlander		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	953 Southill Street	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Kamloops, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.23

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	35
Publicly funded beds (short- and long-term)	183	Semi-private rooms	14
Total beds	183	Multi-person rooms	30

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			13 Jun 2016			Reason for licensing inspection			Monitoring		
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity	
Number of licensing complaints			0			Number substantiated licensing complaints			0		
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		5	2.7	0.7	Medication error with adverse event		1	0.5	0.2		
Abuse/neglect		3	1.6	1.0	Missing or wandering person		5	2.7	1.6		
Fall with injury/Adverse event		21	11.5	11.9	Other injury		2	1.1	1.6		
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	0.5	1.5		

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	28.1%	13.2%
% of residents receiving recreation therapy	62.3%	27.9%
% of residents receiving occupational therapy	7.4%	7.6%
% of residents diagnosed with depression	34.5%	23.9%
% of residents receiving depression medication	58.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.8%	26.9%
Daily physical restraints	6.4%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/parkside-nha/>

Facility	Parkside		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	788 Ospika Boulevard	Accredited (Expiry date)	Yes (2018)
City/postal code	Prince George, BC V2M 6Y2	Accreditation status	Accredited
Phone number	(250) 563-1916	Contact for complaints	Clinical Coordinator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 645-6425
Opened	1983	Current language(s) spoken by staff	English, French, Ukrainian, Punjabi, Serbian, Croatian
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	2.89

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	58
Publicly funded beds (short- and long-term)	58	Semi-private rooms	0
Total beds	58	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			18 Feb 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.7	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		3	5.2	11.9	Other injury		5	8.6	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		4	6.9	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	73.8%	27.9%
% of residents receiving occupational therapy	1.9%	7.6%
% of residents diagnosed with depression	29.1%	23.9%
% of residents receiving depression medication	48.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.9%	26.9%
Daily physical restraints	21.4%	9.1%

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	Drugs not covered elsewhere

Source: Facility

Link to web page
<https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880440-prince-george-parkside-care>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/parkview-place-iha/>

Facility		Parkview Place	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	707 3rd Ave	Accredited (Expiry date)	Yes (Sep 2018)
City/postal code	Enderby, BC V0E 1V0	Accreditation status	Accredited
Phone number	(250) 838-2470	Contact for complaints	Program Leader
Operator (name)	Interior Health	Phone number of complaint contact	(250) 838-2478
Opened	1995	Current language(s) spoken by staff	English, French, Russian
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.38
Total 2015/16 funded direct care hours per resident per day	3.18

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	31
Publicly funded beds (short- and long-term)	31	Semi-private rooms	0
Total beds	31	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Parkview Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			08 Jan 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		3.2		0.7		Medication error with adverse event	
Abuse/neglect			1		3.2		1.0		Missing or wandering person	
Fall with injury/Adverse event			5		16.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	41.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	28.3%	23.9%
% of residents receiving depression medication	47.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.3%	26.9%
Daily physical restraints	5.6%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/peace-arch-ecu-hogg-weatherby-pavilions-fha/>

Facility	Peace Arch ECU-Hogg & Weatherby Pavilions		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	15521 Russell Ave	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	White Rock, BC 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, Cantonese, Mandarin, Italian
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	3.10
Funded Allied Health hours per resident per day	0.40
Total 2015/16 funded direct care hours per resident per day	3.50

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	30
Publicly funded beds (short- and long-term)	234	Semi-private rooms	78
Total beds	234	Multi-person rooms	12

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		11 Mar 2016		Reason for licensing inspection			Routine
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents		2015-16					
		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number
							Per 100 beds
							BC Avg / 100 beds
Disease outbreak or occurrence		2	0.9	0.7	Medication error with adverse event		0
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1
Fall with injury/Adverse event		19	8.1	11.9	Other injury		1
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	10.7%	13.2%
% of residents receiving recreation therapy	71.8%	27.9%
% of residents receiving occupational therapy	15.3%	7.6%
% of residents diagnosed with depression	20.7%	23.9%
% of residents receiving depression medication	49.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	13.5%	26.9%
Daily physical restraints	4.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/peace-portal-lodge-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.33
Funded Allied Health hours per resident per day	0.26
Total 2015/16 funded direct care hours per resident per day	2.60

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	56	Private rooms	67
Publicly funded beds (short- and long-term)	62	Semi-private rooms	7
Total beds	118	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Peace Portal Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			15 Sep 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			1		
Incidents			2015-16							
			Total Number		Per 100 beds		BC Avg / 100 beds			
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		5.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									0.0	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.7%	13.2%
% of residents receiving recreation therapy	43.6%	27.9%
% of residents receiving occupational therapy	3.3%	7.6%
% of residents diagnosed with depression	21.9%	23.9%
% of residents receiving depression medication	47.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.8%	26.9%
Daily physical restraints	17.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/peace-villa-nha/>

Facility	Peace Villa		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8407 112 Avenue	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Fort St. John, BC V1J 0J5	Accreditation status	Accredited
Phone number	(250) 261-7450	Contact for complaints	Residential Care Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 261-7451
Opened	2012	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.17
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.26

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	124
Publicly funded beds (short- and long-term)	123	Semi-private rooms	0
Total beds	124	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			03 Nov 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		2	1.7	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	0.8	1.6
Fall with injury/Adverse event		7	5.8	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.8%	13.2%
% of residents receiving recreation therapy	0.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	12.1%	23.9%
% of residents receiving depression medication	51.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34.6%	26.9%
Daily physical restraints	37.2%	9.1%

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	No	Other fees	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880431-fort-st-john-peace-villa



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/piccadilly-care-centre-ih/>

Facility		Picadilly Care Centre	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	821 10th Avenue SW	Accredited (Expiry date)	Yes (May 2018)
City/postal code	Salmon Arm, BC V1E 1T2	Accreditation status	Accredited
Phone number	(250) 804-1676	Contact for complaints	Administrator
Operator (name)	Park Place Seniors Living Inc.	Phone number of complaint contact	(250) 804-1676 ext 102
Opened	2007	Current language(s) spoken by staff	English, German, Dutch, Malayan, Hindi, Tamil, Kannada, Finnish, French
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	8	Private rooms	46
Publicly funded beds (short- and long-term)	51	Semi-private rooms	7
Total beds	59	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Picadilly Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			04 Nov 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.7		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			17		28.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									4	
									6.8	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	18.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	15.5%	23.9%
% of residents receiving depression medication	47.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.1%	26.9%
Daily physical restraints	3.1%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Picadilly%20Care%20Centre http://www.parkplaceseniorsliving.com/piccadilly



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/pine-acres-home-ih/>

Facility	Pine Acres Home		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1902 Pheasant Lane	Accredited (Expiry date)	Yes (2017)
City/postal code	West Kelowna, BC V4T 2H4	Accreditation status	Exemplary
Phone number	(250) 768-7676	Contact for complaints	Director of Care / Administrator
Operator (name)	Westbank First Nation Development Co. Ltd.	Phone number of complaint contact	(250) 768-7676
Opened	1988	Current language(s) spoken by staff	English, Tagalog
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Info not available	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	20	Private rooms	33
Publicly funded beds (short- and long-term)	43	Semi-private rooms	5
Total beds	63	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Pine Acres Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			15 Dec 2015		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		2	3.2	1.0	Missing or wandering person		3	4.8	1.6
Fall with injury/Adverse event		10	15.9	11.9	Other injury		1	1.6	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		3	4.8	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.2%	13.2%
% of residents receiving recreation therapy	32.4%	27.9%
% of residents receiving occupational therapy	8.0%	7.6%
% of residents diagnosed with depression	6.6%	23.9%
% of residents receiving depression medication	37.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	34.0%	26.9%
Daily physical restraints	4.5%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Pine%20Acres%20Home http://www.wfn.ca/salmon/pineacreshome.htm



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/pine-grove-lodge-ih/>

Facility		Pine Grove Lodge	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	313 Mcgowan Street	Accredited (Expiry date)	Yes (May 2018)
City/postal code	Kamloops, BC V2B 2N8	Accreditation status	Accredited
Phone number	(250) 376-5701	Contact for complaints	Administrator
Operator (name)	0697790 BC Ltd	Phone number of complaint contact	(250) 376-5701 ext 501
Opened	1981	Current language(s) spoken by staff	English, Italian, Tagalog, Urdu, Hindi, Punjabi, Cantonese, Mandarin
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	14
Publicly funded beds (short- and long-term)	75	Semi-private rooms	31
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Pine Grove Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			02 May 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.3		0.7		Medication error with adverse event	
Abuse/neglect			1		1.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		8.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	27.1%	13.2%
% of residents receiving recreation therapy	1.0%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	32.7%	23.9%
% of residents receiving depression medication	46.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.2%	26.9%
Daily physical restraints	9.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/pinegrove-place-vcha/>

Facility	Pinegrove Place		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	11331 Mellis Drive	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Richmond, BC 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	Combined Resident & Family Council		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Operator	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.54
Funded Allied Health hours per resident per day	0.28
Total 2015/16 funded direct care hours per resident per day	2.82

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	75
Publicly funded beds (short- and long-term)	75	Semi-private rooms	0
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Pinegrove Place QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			23 Sep 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	8	10.7	1.6
Fall with injury/Adverse event			12	16.0	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	1	1.3	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.3%	13.2%
% of residents receiving recreation therapy	78.2%	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	14.8%	23.9%
% of residents receiving depression medication	42.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	36.8%	26.9%
Daily physical restraints	5.5%	9.1%

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/pleasant-valley-manor-ih/>

Facility		Pleasant Valley Manor	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	3800 Patten Dr.	Accredited (Expiry date)	Yes (Sep 2018)
City/postal code	Armstrong, BC V0E 1B2	Accreditation status	Accredited
Phone number	(250) 546-4707	Contact for complaints	Manager / Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 546-4707
Opened	1995	Current language(s) spoken by staff	English, French
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	82
Publicly funded beds (short- and long-term)	82	Semi-private rooms	0
Total beds	82	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Pleasant Valley Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			Info not available		Reason for licensing inspection			Info not available	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		4	4.9	11.9	Other injury		0	0.0	1.6
Food or other poisoning		1	1.2	0.1	Aggression between persons in care		2	2.4	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	17.2%	13.2%
% of residents receiving recreation therapy	58.6%	27.9%
% of residents receiving occupational therapy	8.5%	7.6%
% of residents diagnosed with depression	33.5%	23.9%
% of residents receiving depression medication	63.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.3%	26.9%
Daily physical restraints	9.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/point-grey-private-hospital-vcha/>

Facility			
Point Grey Private Hospital			
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2423 Cornwall Street	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V6K 1B9	Accreditation status	N/A
Phone number	(604) 733-7133	Contact for complaints	Site Leader / Manager
Operator (name)	Point Grey Private Hospital Ltd.	Phone number of complaint contact	(604) 733-7133
Opened	1979	Current language(s) spoken by staff	English, Tagalog
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.57
Funded Allied Health hours per resident per day	0.14
Total 2015/16 funded direct care hours per resident per day	2.71

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	31
Publicly funded beds (short- and long-term)	67	Semi-private rooms	20
Total beds	71	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Point Grey Private Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			26 Oct 2015		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			1		1.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.5%	13.2%
% of residents receiving recreation therapy	4.1%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	25.7%	23.9%
% of residents receiving depression medication	44.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.6%	26.9%
Daily physical restraints	18.4%	9.1%

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	Hairdresser, foot care

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/polson-place-vernon-jubilee-hospital-ih/>

Facility		Polson Place (Vernon Jubilee Hospital)	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	2101 32nd Street	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Vernon, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.26

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	15
Publicly funded beds (short- and long-term)	97	Semi-private rooms	9
Total beds	97	Multi-person rooms	16

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		03 Feb 2016		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		1	1.0	0.7	Medication error with adverse event		0
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0
Fall with injury/Adverse event		17	17.5	11.9	Other injury		3
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.4%	13.2%
% of residents receiving recreation therapy	35.9%	27.9%
% of residents receiving occupational therapy	11.0%	7.6%
% of residents diagnosed with depression	37.2%	23.9%
% of residents receiving depression medication	60.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.6%	26.9%
Daily physical restraints	13.0%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svclloc=Polson%20Residential%20Care



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/ponderosa-lodge-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	90
Publicly funded beds (short- and long-term)	92	Semi-private rooms	1
Total beds	92	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Ponderosa Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			21 Mar 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		2.2		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			10		10.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	29.8%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	12.6%	7.6%
% of residents diagnosed with depression	13.5%	23.9%
% of residents receiving depression medication	47.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.5%	26.9%
Daily physical restraints	1.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/poplar-ridge-pavilion-kootenay-boundary-hospital-ih/>

Facility		Poplar Ridge Pavilion (Kootenay Boundary Hospital)	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	1200 Hospital Bench	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Trail, BC 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 ext 2226
Opened	1972	Current language(s) spoken by staff	English, Italian, Filipino, Hindi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day	0.38
Total 2015/16 funded direct care hours per resident per day	3.23

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	5
Publicly funded beds (short- and long-term)	49	Semi-private rooms	14
Total beds	49	Multi-person rooms	4

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			08 May 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			2		4.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.8%	13.2%
% of residents receiving recreation therapy	72.3%	27.9%
% of residents receiving occupational therapy	8.8%	7.6%
% of residents diagnosed with depression	27.8%	23.9%
% of residents receiving depression medication	54.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38.6%	26.9%
Daily physical restraints	0.3%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/powell-river-general-hospital-evergreen-ecu-vcha/>

Facility		Powell River General Hospital – Evergreen ECU	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	4970 Joyce Ave.	Accredited (Expiry date)	Yes (Dec 2016)
City/postal code	Powell River, BC V8A 5P2	Accreditation status	Accredited
Phone number	(604) 485-2208	Contact for complaints	Manager / Residential Care Coordinator
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 485-3237
Opened	1980	Current language(s) spoken by staff	English, Dutch, Russian, Italian, Filipino, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.75
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	2.98

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	6
Publicly funded beds (short- and long-term)	75	Semi-private rooms	4
Total beds	75	Multi-person rooms	15

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)								
Date of last licensing inspection		03 May 2016		Reason for licensing inspection			Routine	
Complaints		2015-16		Quantity		Complaints		
2015-16		Quantity		Complaints		2015-16		
Quantity		Complaints		2015-16		Quantity		
Number of licensing complaints		Info not available		Number substantiated licensing complaints			Info not available	
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		
2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	
2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event		1	1.3	11.9	Other injury	0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care	1	1.3	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.4%	13.2%
% of residents receiving recreation therapy	1.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	14.1%	23.9%
% of residents receiving depression medication	54.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.7%	26.9%
Daily physical restraints	10.4%	9.1%

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	Personal Care fee for personal items

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/purdy-pavilion-vcha/>

Facility			
Facility	Purdy Pavilion		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2221 Wesbrook Mall	Accredited (Expiry date)	Yes (Sep 2016)
City/postal code	Vancouver, BC V6T 1Z9	Accreditation status	Accredited
Phone number	(604) 822-7121	Contact for complaints	Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 822-7289
Opened	1980	Current language(s) spoken by staff	English, various
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (Reduced rate)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.86
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	23
Publicly funded beds (short- and long-term)	199	Semi-private rooms	0
Total beds	199	Multi-person rooms	60

Source: * Ministry of Health; ** Facility

Purdy Pavilion QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			22 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		7	3.5	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	34.6%	13.2%
% of residents receiving recreation therapy	4.8%	27.9%
% of residents receiving occupational therapy	9.7%	7.6%
% of residents diagnosed with depression	18.9%	23.9%
% of residents receiving depression medication	43.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33.1%	26.9%
Daily physical restraints	5.0%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/qualicum-manor-island/>

Facility	Qualicum Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	124 Fourth Ave East	Accredited (Expiry date)	Yes (Feb 2019)
City/postal code	Qualicum Beach, BC V9K 1N6	Accreditation status	Primer
Phone number	(250) 752-1262	Contact for complaints	Director of Care
Operator (name)	Qualicum Manor Ltd	Phone number of complaint contact	(250) 752-1262 ext 4
Opened	2005	Current language(s) spoken by staff	English, Tagalog, French
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	25	Private rooms	34
Publicly funded beds (short- and long-term)	35	Semi-private rooms	13
Total beds	60	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Qualicum Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			09 Jun 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		3	5.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.7%	7.6%
% of residents diagnosed with depression	20.7%	23.9%
% of residents receiving depression medication	58.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.1%	26.9%
Daily physical restraints	23.1%	9.1%

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	

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Queen Charlotte Islands General Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	3209 Oceanview Drive	Accredited (Expiry date)	Yes
City/postal code	Queen Charlotte, BC V0T 1S0	Accreditation status	Info not available
Phone number	(250) 559-4300	Contact for complaints	Info not available
Operator (name)	Northern Health	Phone number of complaint contact	Info not available
Opened	1950	Current language(s) spoken by staff	Info not available
Councils	No Councils	Visitor parking (cost)	Info not available
Meetings held	No Meetings	Personal spending account (comfort fund)	Info not available
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	0
Publicly funded beds (short- and long-term)	8	Semi-private rooms	2
Total beds	8	Multi-person rooms	2

Source: * Ministry of Health; ** Facility

Queen Charlotte Islands General Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			10 Apr 2012		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16							
			Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event			0	0.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	55.6%	13.2%
% of residents receiving recreation therapy	44.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	33.3%	23.9%
% of residents receiving depression medication	88.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	44.9%	26.9%
Daily physical restraints	9.9%	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880444-queen-charlotte-city-queen-charlotte-islands-general-hospital



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/queens-park-fha/>

Facility		Queen's Park	
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	315 McBride Blvd	Accredited (Expiry date)	Yes (2018)
City/postal code	New Westminster, BC 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 (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.26
Funded Allied Health hours per resident per day	0.40
Total 2015/16 funded direct care hours per resident per day	3.66

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	14
Publicly funded beds (short- and long-term)	158	Semi-private rooms	2
Total beds	158	Multi-person rooms	32

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			12 Jan 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.6		0.7		Medication error with adverse event	
Abuse/neglect			2		1.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			9		5.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	10.8%	13.2%
% of residents receiving recreation therapy	17.8%	27.9%
% of residents receiving occupational therapy	3.9%	7.6%
% of residents diagnosed with depression	13.7%	23.9%
% of residents receiving depression medication	37.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.2%	26.9%
Daily physical restraints	15.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/queen-s-park-care-centre



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	R.W. Large Memorial Hospital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	88 Waglisla Street	Accredited (Expiry date)	Yes (Sep 2016)
City/postal code	Bella Bella, BC V0T 1Z0	Accreditation status	Accredited
Phone number	(250) 957-2314	Contact for complaints	Manager, Clinical Services
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(250) 957-2314 ext 231
Opened	1980	Current language(s) spoken by staff	English
Councils	No Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	N/A	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	7
Publicly funded beds (short- and long-term)	6	Semi-private rooms	0
Total beds	6	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		03 Jun 2016		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		Suppressed		Number substantiated licensing complaints		Suppressed	
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	Suppressed	0.7		Medication error with adverse event	Suppressed	0.2	
Abuse/neglect	Suppressed	1.0		Missing or wandering person	Suppressed	1.6	
Fall with injury/Adverse event	Suppressed	11.9		Other injury	Suppressed	1.6	
Food or other poisoning	Suppressed	0.1		Aggression between persons in care	Suppressed	1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Suppressed	13.2%
% of residents receiving recreation therapy	Suppressed	27.9%
% of residents receiving occupational therapy	Suppressed	7.6%
% of residents diagnosed with depression	Suppressed	23.9%
% of residents receiving depression medication	Suppressed	47.8%
Taken antipsychotics without a diagnosis of psychosis	Suppressed	26.9%
Daily physical restraints	Suppressed	9.1%

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	

Source: Facility

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/

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/rainbow-care-nha/>

Facility	Rainbow Care		
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1000 Liard Drive	Accredited (Expiry date)	Yes (2018)
City/postal code	Prince George, BC V2M 3Z3	Accreditation status	Accredited
Phone number	(250) 645-6497	Contact for complaints	Clinical Coordinator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 645-6425
Opened	2012	Current language(s) spoken by staff	English, Ukrainian, French, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.88
Funded Allied Health hours per resident per day	0.09
Total 2015/16 funded direct care hours per resident per day	2.97

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	19
Publicly funded beds (short- and long-term)	19	Semi-private rooms	0
Total beds	19	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			16 Jan 2014		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	1	5.3	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			1	5.3	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	1	5.3	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	100.0%	27.9%
% of residents receiving occupational therapy	2.8%	7.6%
% of residents diagnosed with depression	24.2%	23.9%
% of residents receiving depression medication	43.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.7%	26.9%
Daily physical restraints	29.1%	9.1%

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	Drugs not covered elsewhere

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880441-prince-george-rainbow-lodge



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/renfrew-care-centre-vcha/>

Facility			
Facility	Renfrew Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1880 Renfrew Street	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Vancouver, BC V5M 3H9	Accreditation status	Accredited
Phone number	(604) 662-4669	Contact for complaints	General Manager
Operator (name)	Retirement Concepts	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 (cost)	No (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day	0.12
Total 2015/16 funded direct care hours per resident per day	2.59

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	86
Publicly funded beds (short- and long-term)	106	Semi-private rooms	10
Total beds	106	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Renfrew Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			26 Jul 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		2	1.9	1.6
Fall with injury/Adverse event		12	11.3	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.9%	13.2%
% of residents receiving recreation therapy	0.9%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	20.6%	23.9%
% of residents receiving depression medication	28.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.6%	26.9%
Daily physical restraints	3.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/rest-haven-lodge-island/>

Facility			
Rest Haven Lodge			
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2281 Mills Road	Accredited (Expiry date)	No
City/postal code	Sidney, BC V8L 2C3	Accreditation status	N/A
Phone number	(250) 656-0717	Contact for complaints	Director of Care
Operator (name)	Adventist Health Care Home Society	Phone number of complaint contact	(250) 656-0717
Opened	1982	Current language(s) spoken by staff	French, English
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	73
Publicly funded beds (short- and long-term)	73	Semi-private rooms	0
Total beds	73	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Rest Haven Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			19 Aug 2015		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			11		Number substantiated licensing complaints			5		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.4		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			14		19.2		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	16.7%	13.2%
% of residents receiving recreation therapy	61.0%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	46.9%	23.9%
% of residents receiving depression medication	63.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17.2%	26.9%
Daily physical restraints	20.7%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/richmond-lions-manor-bridgeport-vcha/>

Facility		Richmond Lions Manor Bridgeport	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9020 Bridgeport Road	Accredited (Expiry date)	Yes (Sep 2020)
City/postal code	Richmond, BC V6X 1S1	Accreditation status	Accredited
Phone number	(604) 675-2590	Contact for complaints	Resident Care Coordinator
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 366-3786
Opened	2014	Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog, Spanish, Punjabi, Hindi, French, Italian, Korean, Japanese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.82

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	49
Publicly funded beds (short- and long-term)	93	Semi-private rooms	22
Total beds	93	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Richmond Lions Manor Bridgeport QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			25 Nov 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.1		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		6.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	41.6%	13.2%
% of residents receiving recreation therapy	3.2%	27.9%
% of residents receiving occupational therapy	38.6%	7.6%
% of residents diagnosed with depression	17.6%	23.9%
% of residents receiving depression medication	41.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.2%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/ridgeview-lodge-ih/>

Facility	Ridgeview Lodge		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	920 Desmond Street	Accredited (Expiry date)	Info not available
City/postal code	Kamloops, BC V2B 5K6	Accreditation status	Info not available
Phone number	(250) 376-3131	Contact for complaints	Info not available
Operator (name)	Baltic Properties Ltd.	Phone number of complaint contact	Info not available
Opened	2008	Current language(s) spoken by staff	Info not available
Councils	Info not available	Visitor parking (cost)	Info not available
Meetings held	Info not available	Personal spending account (comfort fund)	Info not available
Food services provided by:	Info not available		
Food prepared and cooked on site	Info not available		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	23	Private rooms	129
Publicly funded beds (short- and long-term)	106	Semi-private rooms	0
Total beds	129	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Ridgeview Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)																	
Date of last licensing inspection			25 Nov 2016		Reason for licensing inspection			Monitoring									
Complaints			2015-16		Quantity		Complaints		2015-16		Quantity						
Number of licensing complaints			4		Number substantiated licensing complaints			1									
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds		Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event			0		0.0		0.2	
Abuse/neglect			0		0.0		1.0		Missing or wandering person			0		0.0		1.6	
Fall with injury/Adverse event			12		9.3		11.9		Other injury			6		4.7		1.6	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care			0		0.0		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.4%	7.6%
% of residents diagnosed with depression	16.2%	23.9%
% of residents receiving depression medication	43.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32.7%	26.9%
Daily physical restraints	4.1%	9.1%

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	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Ridgewood Lodge (Princeton General Hospital)		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	98 Ridgewood Drive	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Princeton, BC V0X 1W0	Accreditation status	Accredited
Phone number	(250) 295-3211	Contact for complaints	Assistant Manager / Administrator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 295-4416 / (250) 490-5405
Opened	1980	Current language(s) spoken by staff	English
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day	0.34
Total 2015/16 funded direct care hours per resident per day	3.18

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	33
Publicly funded beds (short- and long-term)	37	Semi-private rooms	2
Total beds	37	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			25 Feb 2016			Reason for licensing inspection			Monitoring	
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity
Number of licensing complaints			0			Number substantiated licensing complaints			0	
Incidents		2015-16		Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence		0		0.0		0.7		Medication error with adverse event		0
Abuse/neglect		6		16.2		1.0		Missing or wandering person		0
Fall with injury/Adverse event		0		0.0		11.9		Other injury		0
Food or other poisoning		1		2.7		0.1		Aggression between persons in care		0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	25.4%	13.2%
% of residents receiving recreation therapy	25.1%	27.9%
% of residents receiving occupational therapy	7.8%	7.6%
% of residents diagnosed with depression	27.0%	23.9%
% of residents receiving depression medication	40.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.8%	26.9%
Daily physical restraints	1.7%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/rocky-mountain-village-ih/>

Facility			
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	55 Cokato Road	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Fernie, BC V0B 1M4	Accreditation status	Accredited
Phone number	(250) 423-4214	Contact for complaints	Community Manager
Operator (name)	Golden Life Management Corp	Phone number of complaint contact	(250) 423-4214
Opened	2004	Current language(s) spoken by staff	English
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	62
Publicly funded beds (short- and long-term)	61	Semi-private rooms	0
Total beds	62	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Rocky Mountain Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			29 Jun 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			2		3.2		1.0		Missing or wandering person	
Fall with injury/Adverse event			17		27.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									1.6	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	29.4%	13.2%
% of residents receiving recreation therapy	76.1%	27.9%
% of residents receiving occupational therapy	36.7%	7.6%
% of residents diagnosed with depression	26.8%	23.9%
% of residents receiving depression medication	52.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40.0%	26.9%
Daily physical restraints	17.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Rocky%20Mountain%20Village
http://goldenlifemanagement.ca/index.php/villages/rocky-mountain-village/overview-8



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/rose-wood-village-ih/>

Facility		Rose Wood Village	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8125 Devito Drive	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Trail, BC V1R 4X9	Accreditation status	Accredited
Phone number	(250) 364-3150	Contact for complaints	Community Manager
Operator (name)	Golden Life Management Corp	Phone number of complaint contact	(250) 364-3150
Opened	2004	Current language(s) spoken by staff	English
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	45
Publicly funded beds (short- and long-term)	45	Semi-private rooms	0
Total beds	46	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Rose Wood Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)								
Date of last licensing inspection		02 Apr 2015		Reason for licensing inspection			Monitoring	
Complaints		2015-16		Quantity		Complaints		
						2015-16		
						Quantity		
Number of licensing complaints		4		Number substantiated licensing complaints			2	
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		
		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	
		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event			0
Abuse/neglect		1	2.2	1.0	Missing or wandering person			2
Fall with injury/Adverse event		6	13.0	11.9	Other injury			2
Food or other poisoning		0	0.0	0.1	Aggression between persons in care			0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	33.2%	23.9%
% of residents receiving depression medication	61.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.8%	26.9%
Daily physical restraints	3.4%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Rose%20Wood%20Village
http://goldenlifemanagement.ca/index.php/villages/rose-wood-village/overview-9



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/rosemary-heights-seniors-village-fha/>

Facility	Rosemary Heights Seniors Village		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	15240-34th Avenue	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Surrey, BC V3S 0L3	Accreditation status	Accredited
Phone number	(778) 545-5000	Contact for complaints	General Manager
Operator (name)	Retirement Concepts	Phone number of complaint contact	(778) 545-5001
Opened	2008	Current language(s) spoken by staff	English, Punjabi, Tagalog, Spanish, Russian
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.56
Funded Allied Health hours per resident per day	0.24
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	5	Private rooms	85
Publicly funded beds (short- and long-term)	85	Semi-private rooms	2
Total beds	90	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Rosemary Heights Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		20 Jul 2016		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Number of licensing complaints		0		Number substantiated licensing complaints		0	
Disease outbreak or occurrence		1		1.1		0.7	
Abuse/neglect		1		1.1		1.0	
Fall with injury/Adverse event		9		10.0		11.9	
Food or other poisoning		1		1.1		0.1	
Medication error with adverse event		0		0.0		0.2	
Missing or wandering person		0		0.0		1.6	
Other injury		2		2.2		1.6	
Aggression between persons in care		0		0.0		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	91.5%	27.9%
% of residents receiving occupational therapy	0.0%	7.6%
% of residents diagnosed with depression	11.6%	23.9%
% of residents receiving depression medication	30.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	13.7%	26.9%
Daily physical restraints	4.2%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/assisted-living-residences/delta,-surrey-and-langley/rosemary-heights-seniors-village



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/rosewood-manor-vcha/>

Facility	Rosewood Manor		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6260 Blundell Rd	Accredited (Expiry date)	No
City/postal code	Richmond, BC 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, Catonese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.97
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	3.20

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	5	Private rooms	151
Publicly funded beds (short- and long-term)	151	Semi-private rooms	0
Total beds	156	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Rosewood Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			16 Nov 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
2015-16			Quantity		2015-16			Quantity		
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			28		17.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	15.0%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	23.2%	23.9%
% of residents receiving depression medication	37.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27.8%	26.9%
Daily physical restraints	0.4%	9.1%

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	Clothing labeling, drugs & specialty services not otherwise covered

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/rotary-manor-nha/>

Facility		Rotary Manor	
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1121 90th Avenue	Accredited (Expiry date)	Yes (2018)
City/postal code	Dawson Creek, BC V1G 5A3	Accreditation status	Accredited
Phone number	(250) 719-3480	Contact for complaints	Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 719-3488
Opened	2002	Current language(s) spoken by staff	English
Councils	Resident only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	115
Publicly funded beds (short- and long-term)	115	Semi-private rooms	0
Total beds	115	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			04 May 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	2	1.7	1.6
Fall with injury/Adverse event			17	14.8	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	2	1.7	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.1%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	27.3%	23.9%
% of residents receiving depression medication	44.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.2%	26.9%
Daily physical restraints	17.6%	9.1%

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	Dental Hygienist

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880428-dawson-creek-rotary-manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/royal-arch-masonic-homes-society-vcha/>

Facility	Royal Arch Masonic Homes Society		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7850 Champlain Cresc	Accredited (Expiry date)	No
City/postal code	Vancouver, BC 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, Cantonese, Spanish, Mandarin
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.32

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	151
Publicly funded beds (short- and long-term)	151	Semi-private rooms	0
Total beds	151	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Royal Arch Masonic Homes Society QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Aug 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	0.7	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		59	39.1	11.9	Other injury		11	7.3	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		7	4.6	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	13.6%	13.2%
% of residents receiving recreation therapy	57.5%	27.9%
% of residents receiving occupational therapy	4.4%	7.6%
% of residents diagnosed with depression	23.4%	23.9%
% of residents receiving depression medication	38.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.1%	26.9%
Daily physical restraints	19.7%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/royal-ascot-care-centre-vcha/>

Facility			
Royal Ascot Care Centre			
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	2455 East Broadway	Accredited (Expiry date)	No
City/postal code	Vancouver, BC 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) 254-5559 ext 228
Opened	1995	Current language(s) spoken by staff	English, Punjabi, Tagalog, Cantonese, Korean
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.72
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	2.95

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	64
Publicly funded beds (short- and long-term)	80	Semi-private rooms	9
Total beds	82	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Royal Ascot Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			06 Apr 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		9	11.0	11.9	Other injury		1	1.2	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.6%	13.2%
% of residents receiving recreation therapy	1.8%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	26.5%	23.9%
% of residents receiving depression medication	43.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	7.5%	26.9%
Daily physical restraints	0.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/royal-city-manor-fha/>

Facility	Royal City Manor		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	77 Jamieson	Accredited (Expiry date)	Yes (2017)
City/postal code	New Westminster, BC 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
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	115	Private rooms	50
Publicly funded beds (short- and long-term)	50	Semi-private rooms	115
Total beds	165	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Royal City Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			28 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			2		Number substantiated licensing complaints			1	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			11	6.7	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.3%	13.2%
% of residents receiving recreation therapy	13.0%	27.9%
% of residents receiving occupational therapy	2.6%	7.6%
% of residents diagnosed with depression	28.5%	23.9%
% of residents receiving depression medication	39.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	9.2%	26.9%
Daily physical restraints	0.0%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/royal-city-manor
http://www.reveralliving.com/royalcity

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/s-u-c-c-e-s-s-simon-k-y-lee-seniors-care-home-vcha/>

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	Accredited (Expiry date)	Yes (Mar 2019)
City/postal code	Vancouver, BC V6B 2J8	Accreditation status	Exemplary
Phone number	(604) 608-8800	Contact for complaints	Manager
Operator (name)	S.U.C.C.E.S.S. Multi-Level Care Society	Phone number of complaint contact	(604) 608-8810
Opened	2001	Current language(s) spoken by staff	English, Cantonese, Mandarin
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.53
Funded Allied Health hours per resident per day	0.22
Total 2015/16 funded direct care hours per resident per day	2.75

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	3	Private rooms	104
Publicly funded beds (short- and long-term)	110	Semi-private rooms	5
Total beds	113	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			09 Sep 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			17		15.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	23.5%	13.2%
% of residents receiving recreation therapy	14.9%	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	14.2%	23.9%
% of residents receiving depression medication	28.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.4%	26.9%
Daily physical restraints	12.0%	9.1%

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	

Source: Facility

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/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/saanich-peninsula-hospital-island/>

Facility		Saanich Peninsula Hospital	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	2166 Mt Newton X Rd	Accredited (Expiry date)	Yes (2018)
City/postal code	Saanichton, BC 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, Cantonese, Mandarin, Polish, Spanish
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.94
Funded Allied Health hours per resident per day	0.28
Total 2015/16 funded direct care hours per resident per day	3.22

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	17
Publicly funded beds (short- and long-term)	143	Semi-private rooms	10
Total beds	143	Multi-person rooms	116

Source: * Ministry of Health; ** Facility

Saanich Peninsula Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	18 Aug 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	2		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	15.7%	13.2%
% of residents receiving recreation therapy	71.2%	27.9%
% of residents receiving occupational therapy	16.8%	7.6%
% of residents diagnosed with depression	32.4%	23.9%
% of residents receiving depression medication	49.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.3%	26.9%
Daily physical restraints	3.8%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/selkirk-place-island/>

Facility	Selkirk Place		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	385 Waterfront Crescent	Accredited (Expiry date)	Yes
City/postal code	Victoria, BC V8T 5K7	Accreditation status	Info not available
Phone number	(250) 940-1028	Contact for complaints	Info not available
Operator (name)	Retirement Concepts	Phone number of complaint contact	Info not available
Opened	2004	Current language(s) spoken by staff	Info not available
Councils	Separate Resident & Family	Visitor parking (cost)	Info not available
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Info not available
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	16	Private rooms	195
Publicly funded beds (short- and long-term)	201	Semi-private rooms	11
Total beds	217	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			25 Aug 2016		Reason for licensing inspection			Complaint		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			7		Number substantiated licensing complaints			5		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			37		17.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									2	
									0.9	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.6%	13.2%
% of residents receiving recreation therapy	0.1%	27.9%
% of residents receiving occupational therapy	0.1%	7.6%
% of residents diagnosed with depression	18.3%	23.9%
% of residents receiving depression medication	53.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	32.4%	26.9%
Daily physical restraints	15.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



Resident survey feedback on this facility –
(This facility has closed and was therefore not included in our survey.)

Facility	Sherwood Crescent Manor Ltd.		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	32073 Sherwood Cresc	Accredited (Expiry date)	Info not available
City/postal code	Abbotsford, BC V2T 1C1	Accreditation status	Info not available
Phone number	(604) 853-7854	Contact for complaints	Info not available
Operator (name)	The TCG Group	Phone number of complaint contact	Info not available
Opened	Info not available	Current language(s) spoken by staff	Info not available
Councils	Info not available	Visitor parking (cost)	Info not available
Meetings held	Info not available	Personal spending account (comfort fund)	Info not available
Food services provided by:	Info not available		
Food prepared and cooked on site	Info not available		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	Info not available
Publicly funded beds (short- and long-term)	54	Semi-private rooms	Info not available
Total beds	54	Multi-person rooms	Info not available

Source: * Ministry of Health; ** Facility

Sherwood Crescent Manor Ltd. QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			16 Aug 2016		Reason for licensing inspection			Follow-up	
Complaints			2015-16		Quantity		Complaints		
							2015-16		
							Quantity		
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents			2015-16						
			Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence			1		1.9		0.7		Medication error with adverse event
Abuse/neglect			0		0.0		1.0		Missing or wandering person
Fall with injury/Adverse event			1		1.9		11.9		Other injury
Food or other poisoning			0		0.0		0.1		Aggression between persons in care
									1
									1.9
									1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	23.4%	23.9%
% of residents receiving depression medication	49.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	45.9%	26.9%
Daily physical restraints	8.4%	9.1%

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	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

Link to web page
http://tcgcare.com/the-mayfair-senior-living-care-abbotsford2-1/

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/shorncliffe-vcha/>

Facility	Shorncliffe		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	5847 Medusa Street	Accredited (Expiry date)	Yes (2013)
City/postal code	Sechelt, BC V0N 3A0	Accreditation status	Accredited
Phone number	(604) 885-5126	Contact for complaints	Resident Care Coordinator / Manager
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 885-5126 ext 223 / (604) 989-0669
Opened	1983	Current language(s) spoken by staff	German, Tagalog, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Scheduled as needed	Personal spending account (comfort fund)	No
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day	0.25
Total 2015/16 funded direct care hours per resident per day	3.29

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	59
Publicly funded beds (short- and long-term)	59	Semi-private rooms	0
Total beds	59	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			31 May 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			1	1.7	11.9	Other injury	1	1.7	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.4%	13.2%
% of residents receiving recreation therapy	1.0%	27.9%
% of residents receiving occupational therapy	1.4%	7.6%
% of residents diagnosed with depression	17.4%	23.9%
% of residents receiving depression medication	50.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.6%	26.9%
Daily physical restraints	29.4%	9.1%

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/sidney-care-home-island/>

Facility		Sidney Care Home	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	9888 Fifth St.	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Sidney, BC V8L 2X3	Accreditation status	Info not available
Phone number	(250) 656-0121	Contact for complaints	Director Care
Operator (name)	tgcare	Phone number of complaint contact	(250) 656-0121 ext 1
Opened	1960	Current language(s) spoken by staff	English, French, Spanish, Tagalog, German, Italian
Councils	Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	44
Publicly funded beds (short- and long-term)	54	Semi-private rooms	5
Total beds	54	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Sidney Care Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			21 Oct 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.9		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			6		11.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	3.6%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	37.4%	23.9%
% of residents receiving depression medication	55.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.4%	26.9%
Daily physical restraints	16.3%	9.1%

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	Hairdressing, podiatry, pharmacy

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/silver-kettle-village-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	42
Publicly funded beds (short- and long-term)	40	Semi-private rooms	0
Total beds	42	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Silver Kettle Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 Sep 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			3		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		19.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	15.2%	13.2%
% of residents receiving recreation therapy	57.3%	27.9%
% of residents receiving occupational therapy	2.3%	7.6%
% of residents diagnosed with depression	25.8%	23.9%
% of residents receiving depression medication	51.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	49.7%	26.9%
Daily physical restraints	2.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://goldenlifemanagement.ca/index.php/villages/silver-kettle-village/overview-11



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/simon-fraser-lodge-nha/>

Facility		Simon Fraser Lodge	
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	2410 Laurier Cres.	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Prince George, BC V2M 2B3	Accreditation status	Exemplary
Phone number	(250) 563-3413	Contact for complaints	General Manager
Operator (name)	Buron Healthcare	Phone number of complaint contact	(250) 563-3413 ext 102
Opened	1986	Current language(s) spoken by staff	English
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.32
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	130
Publicly funded beds (short- and long-term)	130	Semi-private rooms	0
Total beds	130	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Simon Fraser Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Aug 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	0.8	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		2	1.5	1.6
Fall with injury/Adverse event		17	13.1	11.9	Other injury		14	10.8	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		6	4.6	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.3%	13.2%
% of residents receiving recreation therapy	0.4%	27.9%
% of residents receiving occupational therapy	0.7%	7.6%
% of residents diagnosed with depression	20.2%	23.9%
% of residents receiving depression medication	47.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.1%	26.9%
Daily physical restraints	31.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880442-prince-george-simon-fraser-lodge



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/slocan-community-health-centre-ihc/>

Facility		Slocan Community Health Centre	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	401 Galena Ave	Accredited (Expiry date)	Yes (Sep 2015)
City/postal code	New Denver, BC V0G 1S0	Accreditation status	Commendation
Phone number	(250) 358-7911	Contact for complaints	Residential Care Coordinator / Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 358-7911
Opened	1979	Current language(s) spoken by staff	English
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.90
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	3.20

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	6
Publicly funded beds (short- and long-term)	28	Semi-private rooms	20
Total beds	28	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Slocan Community Health Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			16 May 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
2015-16			Total Number		Per 100 beds		BC Avg / 100 beds			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			2		7.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	20.2%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	8.6%	7.6%
% of residents diagnosed with depression	15.9%	23.9%
% of residents receiving depression medication	53.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	48.1%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Transportation, specialty services

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/sluggett-house-island/>

Facility		Sluggett House	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1336 Marchant Rd.	Accredited (Expiry date)	Yes (2016)
City/postal code	Brentwood Bay, BC V8M 1H1	Accreditation status	Exemplary
Phone number	(250) 544-0925	Contact for complaints	Manager
Operator (name)	Beacon Community Services	Phone number of complaint contact	(250) 589-3354
Opened	2009	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	2.75

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	16
Publicly funded beds (short- and long-term)	16	Semi-private rooms	0
Total beds	16	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Sluggett House QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			09 Aug 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		50.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.6%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	21.9%	23.9%
% of residents receiving depression medication	81.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.3%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/sluggett_house.htm
https://beaconcs.ca/services-programs/respite-care/dementia-care-homes/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/spring-valley-care-centre-ltd-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	114
Publicly funded beds (short- and long-term)	150	Semi-private rooms	8
Total beds	151	Multi-person rooms	0

Source: * Ministry of Health; ** Facility



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/st-judes-anglican-home-vcha/>

Facility	St. Jude's Anglican Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	810 West 27th Avenue	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V5Z 2G7	Accreditation status	N/A
Phone number	(604) 874-3200	Contact for complaints	Executive Director / 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 (cost)	No (street parking available)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.32
Funded Allied Health hours per resident per day	0.38
Total 2015/16 funded direct care hours per resident per day	2.70

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	45
Publicly funded beds (short- and long-term)	53	Semi-private rooms	5
Total beds	55	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			15 Apr 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		1	1.8	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.3%	13.2%
% of residents receiving recreation therapy	1.9%	27.9%
% of residents receiving occupational therapy	1.9%	7.6%
% of residents diagnosed with depression	44.1%	23.9%
% of residents receiving depression medication	62.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43.2%	26.9%
Daily physical restraints	16.3%	9.1%

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	

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/st-jude-s-anglican-home/ http://www.stjudes.bc.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/st-marys-hosp-totem-lodge-ecu-vcha/>

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

Funding	
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day	0.22
Total 2015/16 funded direct care hours per resident per day	3.14

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	3
Publicly funded beds (short- and long-term)	49	Semi-private rooms	3
Total beds	49	Multi-person rooms	10

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			17 May 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	2.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		2	4.1	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	2.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.8%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	2.2%	7.6%
% of residents diagnosed with depression	26.0%	23.9%
% of residents receiving depression medication	48.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.5%	26.9%
Daily physical restraints	17.6%	9.1%

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	Yes	Other fees	Personal Care fee for personal items

Source: Facility

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



Resident survey feedback on this facility –
(This facility's results are being tabulated and will be available in January 2018.)

Facility	St. Michael's Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	7451 Sussex Avenue	Accredited (Expiry date)	No
City/postal code	Burnaby, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.96
Funded Allied Health hours per resident per day	0.38
Total 2015/16 funded direct care hours per resident per day	3.34

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	20
Publicly funded beds (short- and long-term)	144	Semi-private rooms	36
Total beds	144	Multi-person rooms	9

Source: * Ministry of Health; ** Facility

St. Michael's Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			05 Jul 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			5		Number substantiated licensing complaints			3	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			3	2.1	1.0	Missing or wandering person	4	2.8	1.6
Fall with injury/Adverse event			19	13.2	11.9	Other injury	13	9.0	1.6
Food or other poisoning			1	0.7	0.1	Aggression between persons in care	1	0.7	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.5%	13.2%
% of residents receiving recreation therapy	41.8%	27.9%
% of residents receiving occupational therapy	20.3%	7.6%
% of residents diagnosed with depression	21.9%	23.9%
% of residents receiving depression medication	42.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.2%	26.9%
Daily physical restraints	11.9%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/saint-michael-s-care-centre
http://www.stmichaels.bc.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/st-vincent-s-hospital-brock-fahrni-pavilion-vcha/>

Facility	St. Vincent's Hospital-Brock Fahrni Pavilion		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	4650 Oak St.	Accredited (Expiry date)	Yes (Nov 2017)
City/postal code	Vancouver, BC V6H4J4	Accreditation status	Exemplary
Phone number	(604) 806-9710	Contact for complaints	Site-Operations Leader
Operator (name)	Providence Health Care	Phone number of complaint contact	(604) 806-9705
Opened	1980	Current language(s) spoken by staff	English, Cantonese, Mandarin, Punjabi, Tagalog
Councils	Resident only	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.92
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	8
Publicly funded beds (short- and long-term)	148	Semi-private rooms	8
Total beds	148	Multi-person rooms	30

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		29 Jan 2016		Reason for licensing inspection		29 Jan 2016	
Complaints		2015-16		Quantity		Complaints	
2015-16		Quantity		2015-16		Quantity	
Number of licensing complaints		Info not available		Number substantiated licensing complaints		Info not available	
Incidents		2015-16		Total Number		Per 100 beds	
2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence		1		0.7		0.7	
Abuse/neglect		0		0.0		1.0	
Fall with injury/Adverse event		1		0.7		11.9	
Food or other poisoning		0		0.0		0.1	
Medication error with adverse event		0		0.0		0.2	
Missing or wandering person		0		0.0		1.6	
Other injury		0		0.0		1.6	
Aggression between persons in care		1		0.7		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	5.6%	13.2%
% of residents receiving recreation therapy	3.2%	27.9%
% of residents receiving occupational therapy	2.5%	7.6%
% of residents diagnosed with depression	27.6%	23.9%
% of residents receiving depression medication	34.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	22.2%	26.9%
Daily physical restraints	0.8%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/st-vincent-s-langara-vcha/>

Facility	St. Vincent's Langara		
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	255 W 62nd Ave	Accredited (Expiry date)	Yes (Nov 2017)
City/postal code	Vancouver, BC V5X 4V4	Accreditation status	Exemplary
Phone number	(604) 325-4116	Contact for complaints	Resident Care Manager
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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.87
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	16
Publicly funded beds (short- and long-term)	196	Semi-private rooms	8
Total beds	196	Multi-person rooms	41

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			03 Nov 16		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds		
Disease outbreak or occurrence	0	0.0	0.7	Medication error with adverse event	0	0.0	0.2		
Abuse/neglect	0	0.0	1.0	Missing or wandering person	1	0.5	1.6		
Fall with injury/Adverse event	7	3.6	11.9	Other injury	1	0.5	1.6		
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5		

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	26.0%	13.2%
% of residents receiving recreation therapy	4.2%	27.9%
% of residents receiving occupational therapy	16.1%	7.6%
% of residents diagnosed with depression	19.8%	23.9%
% of residents receiving depression medication	33.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.2%	26.9%
Daily physical restraints	7.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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/ http://www.providencehealthcare.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/stanford-place-island/>

Facility		Stanford Place	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	250 Craig St	Accredited (Expiry date)	Yes (May 2018)
City/postal code	Parksville, BC V9P 1M2	Accreditation status	Exemplary
Phone number	(250) 951-0811	Contact for complaints	General Manager
Operator (name)	Retirement Concepts	Phone number of complaint contact	(250) 951-0811 ext 1116
Opened	2008	Current language(s) spoken by staff	English, French, Filipino, Russian, German, Dutch
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	11	Private rooms	172
Publicly funded beds (short- and long-term)	171	Semi-private rooms	5
Total beds	182	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			09 Aug 2016		Reason for licensing inspection			Complaint		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			7		Number substantiated licensing complaints			4		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			13		7.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	19.9%	13.2%
% of residents receiving recreation therapy	12.9%	27.9%
% of residents receiving occupational therapy	1.0%	7.6%
% of residents diagnosed with depression	27.6%	23.9%
% of residents receiving depression medication	52.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	38.2%	26.9%
Daily physical restraints	12.8%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Stuart Lake Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	600 Stuart Drive E	Accredited (Expiry date)	Yes (2018)
City/postal code	Fort St. James, BC V0J 1P0	Accreditation status	Accredited
Phone number	(250) 996-8201	Contact for complaints	Head Nurse
Operator (name)	Northern Health	Phone number of complaint contact	(250) 996-8201 ext 2286
Opened	1972	Current language(s) spoken by staff	English, Carrier
Councils	No Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	N/A	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	Info not available

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	6
Publicly funded beds (short- and long-term)	6	Semi-private rooms	0
Total beds	6	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Stuart Lake Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			05 Apr 2012		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			0	0.0	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	10.0%	23.9%
% of residents receiving depression medication	0.0%*	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	26.9%
Daily physical restraints	Info not available	9.1%

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	No	Other fees	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880430-fort-st-james-stuart-lake-hospital



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/stuart-nechako-manor-nha/>

Facility		Stuart Nechako Manor	
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3277 Hospital Road	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Vanderhoof, BC V0J 3A2	Accreditation status	Accredited
Phone number	(250) 567-6282	Contact for complaints	Manager
Operator (name)	Northern Health	Phone number of complaint contact	(250) 567-6282
Opened	2005	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.24

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	45
Publicly funded beds (short- and long-term)	53	Semi-private rooms	4
Total beds	53	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Stuart Nechako Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			22 Jan 2015		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			1		Number substantiated licensing complaints			Unknown		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		3.8		0.7		Medication error with adverse event	
Abuse/neglect			6		11.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			22		41.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									12	
									22.6	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	16.9%	13.2%
% of residents receiving recreation therapy	12.9%	27.9%
% of residents receiving occupational therapy	16.8%	7.6%
% of residents diagnosed with depression	32.7%	23.9%
% of residents receiving depression medication	59.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	47.6%	26.9%
Daily physical restraints	7.4%	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880447-vanderhoof-stuart-nechako-manor



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/summerland-seniors-village-ih/>

Facility		Summerland Seniors Village	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	12803 Atkinson Road	Accredited (Expiry date)	Yes (2018)
City/postal code	Summerland, BC V0H 1Z4	Accreditation status	Info not available
Phone number	(250) 404-0118	Contact for complaints	General Manager
Operator (name)	Retirement Concepts Seniors Services Ltd.	Phone number of complaint contact	(250) 404-4400
Opened	2006	Current language(s) spoken by staff	English, French, Punjabi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	37	Private rooms	105
Publicly funded beds (short- and long-term)	75	Semi-private rooms	0
Total beds	112	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Summerland Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			31 Mar 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			4		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			3		2.7		1.0		Missing or wandering person	
Fall with injury/Adverse event			10		8.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.5%	13.2%
% of residents receiving recreation therapy	50.8%	27.9%
% of residents receiving occupational therapy	12.2%	7.6%
% of residents diagnosed with depression	19.5%	23.9%
% of residents receiving depression medication	48.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37.3%	26.9%
Daily physical restraints	6.3%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/sun-pointe-village-ih/>

Facility	Sun Pointe Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	700 Rutland Road N	Accredited (Expiry date)	Yes (May 2019)
City/postal code	Kelowna, BC V1X 7W8	Accreditation status	Exemplary
Phone number	(250) 491-1400	Contact for complaints	Administrator
Operator (name)	Baptist Housing Enhanced Living Communities	Phone number of complaint contact	(250) 491-1400 ext 7 / (250) 878-3970
Opened	2000	Current language(s) spoken by staff	English, German, Italian, Portuguese, Hungarian, Serbian, Bosnian, Croatian, Dutch, African languages
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	100
Publicly funded beds (short- and long-term)	100	Semi-private rooms	0
Total beds	100	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Sun Pointe Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			31 Jul 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			12		12.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									8	
									8.0	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.2%	13.2%
% of residents receiving recreation therapy	2.0%	27.9%
% of residents receiving occupational therapy	6.6%	7.6%
% of residents diagnosed with depression	39.4%	23.9%
% of residents receiving depression medication	59.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.2%	26.9%
Daily physical restraints	7.0%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Sun%20Pointe%20Village http://www.baptisthousing.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/suncreek-village-fha/>

Facility	Suncreek Village		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	13687 62nd Avenue	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Surrey, BC V3X 0B5	Accreditation status	Exemplary
Phone number	(604) 591-5177	Contact for complaints	Director of Care Services
Operator (name)	Daljit Gill	Phone number of complaint contact	(504) 591-5177 ext 103
Opened	2009	Current language(s) spoken by staff	English
Councils	Separate Resident and Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Info not available
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.67
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.03

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	14	Private rooms	120
Publicly funded beds (short- and long-term)	106	Semi-private rooms	0
Total beds	120	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Suncreek Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			03 Oct 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		0.8		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			13		10.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									1	
									0.8	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	55.2%	13.2%
% of residents receiving recreation therapy	60.6%	27.9%
% of residents receiving occupational therapy	13.4%	7.6%
% of residents diagnosed with depression	17.2%	23.9%
% of residents receiving depression medication	49.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.6%	26.9%
Daily physical restraints	5.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/sunnybank-retirement-home-ih/>

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

Funding	
Funded nursing care hours per resident per day	2.84
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.17

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	51
Publicly funded beds (short- and long-term)	51	Semi-private rooms	0
Total beds	51	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Sunnybank Retirement Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			15 Sep 2016		Reason for licensing inspection			Monitoring			
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity	
Number of licensing complaints			0			Number substantiated licensing complaints			0		
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0		0.0	0.7	Medication error with adverse event		0		0.0	0.2
Abuse/neglect		0		0.0	1.0	Missing or wandering person		5		9.8	1.6
Fall with injury/Adverse event		11		21.6	11.9	Other injury		1		2.0	1.6
Food or other poisoning		0		0.0	0.1	Aggression between persons in care		0		0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	28.0%	13.2%
% of residents receiving recreation therapy	4.1%	27.9%
% of residents receiving occupational therapy	12.6%	7.6%
% of residents diagnosed with depression	25.0%	23.9%
% of residents receiving depression medication	31.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.3%	26.9%
Daily physical restraints	9.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/sunridge-place-the-arbours-island/>

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

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	160
Publicly funded beds (short- and long-term)	160	Semi-private rooms	0
Total beds	160	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Sunridge Place – The Arbours QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			29 Nov 2016		Reason for licensing inspection			Follow-up	
Complaints			2015-16		Quantity		Complaints		
							2015-16		
							Quantity		
Number of licensing complaints			23		Number substantiated licensing complaints			15	
Incidents			2015-16						
			Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event
Abuse/neglect			0		0.0		1.0		Missing or wandering person
Fall with injury/Adverse event			0		0.0		11.9		Other injury
Food or other poisoning			0		0.0		0.1		Aggression between persons in care

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.1%	13.2%
% of residents receiving recreation therapy	8.3%	27.9%
% of residents receiving occupational therapy	5.3%	7.6%
% of residents diagnosed with depression	20.4%	23.9%
% of residents receiving depression medication	63.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	37.0%	26.9%
Daily physical restraints	13.0%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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 services

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/sutherland-hills-ih/>

Facility		Sutherland Hills	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3081 Hall Rd	Accredited (Expiry date)	Yes (Jun 2017)
City/postal code	Kelowna, BC V1W 2R5	Accreditation status	Exemplary
Phone number	(250) 860-2330	Contact for complaints	Manager
Operator (name)	Sutherland Hills Rest Home Ltd.	Phone number of complaint contact	(250) 860-2330
Opened	1979	Current language(s) spoken by staff	English, French, German, Spanish, Polish, Romanian, Portuguese, Tagalog, Filipino, Punjabi, Hindi, Cantonese, Mandarin, Russian, Ukrainian, Indonesian, Creek, Thai, ASL
Councils	Separate Resident & Family		
Meetings held	Regular Schedule		
Food services provided by:	Operator	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	94
Publicly funded beds (short- and long-term)	100	Semi-private rooms	5
Total beds	104	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Sutherland Hills QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			25 Sep 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			4		Number substantiated licensing complaints			3		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			2		1.9		1.0		Missing or wandering person	
Fall with injury/Adverse event			13		12.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.9%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	20.2%	7.6%
% of residents diagnosed with depression	28.6%	23.9%
% of residents receiving depression medication	47.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	25.9%	26.9%
Daily physical restraints	4.1%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Sutherland%20Hills%20Rest%20Home



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/swan-valley-lodge-ih/>

Facility		Swan Valley Lodge	
Health authority	Interior Health	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	818 Vancouver St	Accredited (Expiry date)	Yes (Oct 2018)
City/postal code	Creston, BC V0B 1G4	Accreditation status	Commendation
Phone number	(250) 428-2283	Contact for complaints	Manager / Resident Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 428-3623 / (250) 428-3647
Opened	1995	Current language(s) spoken by staff	English, German, Polish, Ukrainian, Russian, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.95
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.30

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	90
Publicly funded beds (short- and long-term)	90	Semi-private rooms	0
Total beds	90	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Swan Valley Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		16 Nov 2016		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
2015-16		Quantity		Complaints		2015-16	
Number of licensing complaints		0		Number substantiated licensing complaints		0	
Incidents		2015-16		Total Number		Per 100 beds	
2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence		1		1.1		0.7	
Abuse/neglect		0		0.0		1.0	
Fall with injury/Adverse event		15		16.7		11.9	
Food or other poisoning		0		0.0		0.1	
Medication error with adverse event		0		0.0		0.2	
Missing or wandering person		6		6.7		1.6	
Other injury		6		6.7		1.6	
Aggression between persons in care		2		2.2		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.5%	13.2%
% of residents receiving recreation therapy	8.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	16.1%	23.9%
% of residents receiving depression medication	38.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.5%	26.9%
Daily physical restraints	12.9%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/tabor-home-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.48
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	106
Publicly funded beds (short- and long-term)	118	Semi-private rooms	6
Total beds	118	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			22 Aug 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			3		Number substantiated licensing complaints			1		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		1.7		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		6.8		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	21.3%	13.2%
% of residents receiving recreation therapy	19.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	13.0%	23.9%
% of residents receiving depression medication	50.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30.2%	26.9%
Daily physical restraints	4.3%	9.1%

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	Clothing labelling fee

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/tabor-home
http://www.taborhome.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/talarico-place-castlegar-dist-community-health-centre-ih/>

Facility		Talarico Place – Castlegar District Community Health Centre	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	709 10th Street	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Castlegar, BC V1N 2H7	Accreditation status	Accredited
Phone number	(250) 365-7221	Contact for complaints	Resident Care Coordinator / Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 304-1278 / (250) 304-1218
Opened	1991	Current language(s) spoken by staff	English, French, Russian, Portuguese, German, Spanish
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.77
Funded Allied Health hours per resident per day	0.39
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	38
Publicly funded beds (short- and long-term)	60	Semi-private rooms	11
Total beds	60	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Talarico Place – Castlegar District Community Health Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			18 Aug 2016			Reason for licensing inspection			Monitoring	
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity
Number of licensing complaints			0			Number substantiated licensing complaints			0	
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.7	0.7	Medication error with adverse event			0	0.0	0.2
Abuse/neglect		1	1.7	1.0	Missing or wandering person			2	3.3	1.6
Fall with injury/Adverse event		8	13.3	11.9	Other injury			1	1.7	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care			1	1.7	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	51.5%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	8.7%	7.6%
% of residents diagnosed with depression	22.8%	23.9%
% of residents receiving depression medication	40.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.0%	26.9%
Daily physical restraints	2.0%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/terrace-view-lodge-nha/>

Facility			
Health authority	Northern Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4707 Kerby Avenue	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Terrace, BC V8G 2W2	Accreditation status	Accredited
Phone number	(250) 631-4180	Contact for complaints	Site Coordinator / Resident Care Coordinator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 631-4180 / (250) 631-4188
Opened	1984	Current language(s) spoken by staff	English, Polish, Filipino, German, Vietnamese, Portuguese, French
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.27
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.42

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	95
Publicly funded beds (short- and long-term)	95	Semi-private rooms	0
Total beds	95	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Terrace View Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			20 Oct 2016		Reason for licensing inspection			Routine			
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available			
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds		
Disease outbreak or occurrence			1	1.1	0.7	Medication error with adverse event			0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person			0	0.0	1.6
Fall with injury/Adverse event			8	8.4	11.9	Other injury			3	3.2	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care			2	2.1	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.8%	13.2%
% of residents receiving recreation therapy	8.4%	27.9%
% of residents receiving occupational therapy	2.8%	7.6%
% of residents diagnosed with depression	25.5%	23.9%
% of residents receiving depression medication	51.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.8%	26.9%
Daily physical restraints	16.4%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880446-terrace-terraceview-lodge



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-cottage-worthington-pavilion-fha/>

Facility	The Cottage – Worthington Pavilion		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	33457 Cottage Lane	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Abbotsford, BC 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, Africans, Punjabi, Polish, Japanese, Filipino, German, Swedish, Portuguese
Councils	Combined Resident & Family		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Outside Contractor	Personal spending account (comfort fund)	Yes
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	3.14
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	3.44

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	11
Publicly funded beds (short- and long-term)	119	Semi-private rooms	6
Total beds	119	Multi-person rooms	24

Source: * Ministry of Health; ** Facility

The Cottage – Worthington Pavilion QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			23 Nov 2015		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			2		1.7		1.0		Missing or wandering person	
Fall with injury/Adverse event			2		1.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	37.7%	13.2%
% of residents receiving recreation therapy	64.0%	27.9%
% of residents receiving occupational therapy	12.8%	7.6%
% of residents diagnosed with depression	16.1%	23.9%
% of residents receiving depression medication	60.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.4%	26.9%
Daily physical restraints	4.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-fair-haven-united-church-home-burnaby-fha/>

Facility	The Fair Haven United Church Home (Burnaby)		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7557 Sussex Ave.	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Burnaby, BC V5J 3V6	Accreditation status	Commendation
Phone number	(604) 435-0525	Contact for complaints	Nurse Manager
Operator (name)	Fair Haven United Church Homes Society	Phone number of complaint contact	(604) 435-0525 ext 304 or ext 320
Opened	1994	Current language(s) spoken by staff	Various
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.67
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.00

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	100
Publicly funded beds (short- and long-term)	100	Semi-private rooms	0
Total beds	100	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			30 Dec 2015		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			16		16.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	5.4%	13.2%
% of residents receiving recreation therapy	83.2%	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	21.3%	23.9%
% of residents receiving depression medication	39.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	13.4%	26.9%
Daily physical restraints	7.0%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---burnaby/fair-haven-united-church-homes
http://www.fairhaven.bc.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-fair-haven-united-church-home-vancouver-vcha/>

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.	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Vancouver, BC V5S 1G7	Accreditation status	Commendation
Phone number	(604) 433-2939	Contact for complaints	Clinical Nurse Manager
Operator (name)	Fair Haven United Church Homes Society	Phone number of complaint contact	(604) 433-2939 ext 2232 or ext 2222
Opened	1979	Current language(s) spoken by staff	Various
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day	0.24
Total 2015/16 funded direct care hours per resident per day	3.09

Source: Health Authority

Beds & Rooms			
Beds	Quantity	Room Configuration	Quantity
Private beds (not publicly funded)	0	Private rooms	89
Publicly funded beds (short- and long-term)	82	Semi-private rooms	6
Special Care Plus Unit beds	19	Multi-person rooms	0
Total beds	101		

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			28 Oct 2016		Reason for licensing inspection			Routine			
Complaints			2015-16		Quantity		Complaints				
2015-16			Total Number		Per 100 beds		BC Avg / 100 beds				
Number of licensing complaints			2		Number substantiated licensing complaints			0			
Disease outbreak or occurrence			1		1.2		0.7		Medication error with adverse event		
Abuse/neglect			0		0.0		1.0		Missing or wandering person		
Fall with injury/Adverse event			7		8.5		11.9		Other injury		
Food or other poisoning			0		0.0		0.1		Aggression between persons in care		

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility (not including special care unit)	Special Care Plus Unit	BC Avg
% of residents receiving physical therapy	6.6%	0.0%*	13.2%
% of residents receiving recreation therapy	90.8%	71.7%	27.9%
% of residents receiving occupational therapy	0.0%*	4.2%	7.6%
% of residents diagnosed with depression	23.3%	13.1%	23.9%
% of residents receiving depression medication	47.1%	74.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.0%	62.3%	26.9%
Daily physical restraints	12.8%	2.6%	9.1%

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	Clothing labelling fee, specialized wheelchairs, hairdressing

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/fair-haven/
http://www.fairhaven.bc.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-gardens-at-qualicum-beach-island/>

Facility	The Gardens at Qualicum Beach		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	650 Berwick Road North	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Qualicum Beach, BC V9K 2T8	Accreditation status	Accredited
Phone number	(250) 752-2818	Contact for complaints	General Manager
Operator (name)	Retirement Concepts	Phone number of complaint contact	(250) 738-2250
Opened	2006	Current language(s) spoken by staff	English, French, German
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	11	Private rooms	86
Publicly funded beds (short- and long-term)	85	Semi-private rooms	5
Total beds	96	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Gardens at Qualicum Beach QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			23 Nov 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			6		Number substantiated licensing complaints			5		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		2.1		0.7		Medication error with adverse event	
Abuse/neglect			1		1.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			8		8.3		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									4	
									4.2	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.6%	13.2%
% of residents receiving recreation therapy	0.6%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	22.3%	23.9%
% of residents receiving depression medication	47.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.6%	26.9%
Daily physical restraints	12.9%	9.1%

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	Clothing labelling fee

Source: Facility

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

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-gateby-ih/>

Facility	The Gateby		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3000 Gateby Place	Accredited (Expiry date)	Yes (2018)
City/postal code	Vernon, BC V1T 8V8	Accreditation status	Commendation
Phone number	(250) 545-4456	Contact for complaints	Residential Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 545-4456
Opened	1983	Current language(s) spoken by staff	English
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Primarily		

Funding	
Funded nursing care hours per resident per day	2.89
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.24

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	75
Publicly funded beds (short- and long-term)	75	Semi-private rooms	0
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			31 Oct 2016		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			17		Number substantiated licensing complaints			7	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		5	6.7	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	1.3	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		17	22.7	11.9	Other injury		3	4.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	1.3	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	20.4%	13.2%
% of residents receiving recreation therapy	81.6%	27.9%
% of residents receiving occupational therapy	8.7%	7.6%
% of residents diagnosed with depression	49.6%	23.9%
% of residents receiving depression medication	70.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43.6%	26.9%
Daily physical restraints	14.0%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-hamlets-at-penticton-ih/>

Facility		The Hamlets at Penticton	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	103 Duncan Ave West	Accredited (Expiry date)	Yes (Oct 2016)
City/postal code	Penticton, BC 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, Cantonese, Mandarin
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	16	Private rooms	94
Publicly funded beds (short- and long-term)	77	Semi-private rooms	2
Total beds	93	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Hamlets at Penticton QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			06 Jan 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			0		0.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	36.1%	27.9%
% of residents receiving occupational therapy	30.3%	7.6%
% of residents diagnosed with depression	24.2%	23.9%
% of residents receiving depression medication	49.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.7%	26.9%
Daily physical restraints	9.8%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=The%20Hamlets%20at%20Penticton http://www.thehamletsatpenticton.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-hamlets-at-westsyde-ih/>

Facility	The Hamlets at Westsyde		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3255 Overlander Drive	Accredited (Expiry date)	Yes (2017)
City/postal code	Kamloops, BC V2B 0A5	Accreditation status	Accredited
Phone number	(250) 579-9061	Contact for complaints	Director of Care and Director of Operations
Operator (name)	H&H Total Care Services Inc.	Phone number of complaint contact	(250) 579-9061 ext 104 (DOC) or ext 107 (DOO)
Opened	2007	Current language(s) spoken by staff	English and Punjabi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	14	Private rooms	112
Publicly funded beds (short- and long-term)	98	Semi-private rooms	0
Total beds	112	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Hamlets at Westsyde QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			31 Aug 2016			Reason for licensing inspection			Monitoring	
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity
Number of licensing complaints			6			Number substantiated licensing complaints			3	
Incidents		2015-16		Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence		0		0.0		0.7		Medication error with adverse event		0
Abuse/neglect		0		0.0		1.0		Missing or wandering person		0
Fall with injury/Adverse event		0		0.0		11.9		Other injury		0
Food or other poisoning		0		0.0		0.1		Aggression between persons in care		0

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	17.9%	13.2%
% of residents receiving recreation therapy	32.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	32.3%	23.9%
% of residents receiving depression medication	59.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	39.3%	26.9%
Daily physical restraints	3.6%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=The%20Hamlets%20at%20Westsyde http://www.thehamletsatwestsyde.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-heights-at-mount-view-island/>

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

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.06

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	260
Publicly funded beds (short- and long-term)	260	Semi-private rooms	0
Total beds	260	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Heights at Mount View QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			01 Dec 2016		Reason for licensing inspection			Follow-up	
Complaints			2015-16		Quantity		Complaints		
							2015-16		
							Quantity		
Number of licensing complaints			38		Number substantiated licensing complaints			14	
Incidents			2015-16						
			Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence			1		0.4		0.7		Medication error with adverse event
Abuse/neglect			5		1.9		1.0		Missing or wandering person
Fall with injury/Adverse event			58		22.3		11.9		Other injury
Food or other poisoning			0		0.0		0.1		Aggression between persons in care
									18
									6.9
									1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.6%	13.2%
% of residents receiving recreation therapy	18.0%	27.9%
% of residents receiving occupational therapy	4.2%	7.6%
% of residents diagnosed with depression	30.6%	23.9%
% of residents receiving depression medication	53.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.8%	26.9%
Daily physical restraints	0.8%	9.1%

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

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/the_heights_at_mount_view.htm
http://www.baptisthousing.org/communities/heights-mt-view-victoria



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-kiwanis-pavilion-island/>

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

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.27

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	6	Private rooms	122
Publicly funded beds (short- and long-term)	116	Semi-private rooms	0
Total beds	122	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-lodge-on-4th-island/>

Facility	The Lodge on 4th		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1127 4th Ave	Accredited (Expiry date)	No
City/postal code	Ladysmith, BC V9G 1A6	Accreditation status	N/A
Phone number	(250) 245-4243	Contact for complaints	Site Leader / Director of Care
Operator (name)	Park Place Seniors Living Inc.	Phone number of complaint contact	(250) 245-3318 ext 101 / (250) 245-3318 ext 200
Opened	2007	Current language(s) spoken by staff	English
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	87
Publicly funded beds (short- and long-term)	89	Semi-private rooms	2
Total beds	89	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Lodge on 4th QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			18 Apr 2016		Reason for licensing inspection			Complaint		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			3		Number substantiated licensing complaints			3		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		1.1		1.0		Missing or wandering person	
Fall with injury/Adverse event			15		16.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.0%	13.2%
% of residents receiving recreation therapy	0.3%	27.9%
% of residents receiving occupational therapy	1.9%	7.6%
% of residents diagnosed with depression	26.0%	23.9%
% of residents receiving depression medication	44.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	14.3%	26.9%
Daily physical restraints	14.6%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/lodge_on_4th.htm
http://www.parkplaceseniorsliving.com/lodgeon4thhomepage



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-mayfair-fha/>

Facility	The Mayfair		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	33433 Marshall Road	Accredited (Expiry date)	No
City/postal code	Abbotsford, BC V2S 1K8	Accreditation status	N/A
Phone number	604-855-7217	Contact for complaints	Director of Care/Manager
Operator (name)	Sherwood Crescent Manor Ltd.	Phone number of complaint contact	(604) 855-7217 ext 102
Opened	July 2015	Current language(s) spoken by staff	English, Tagalog, German, Punjabi
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Info not available	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.49
Funded Allied Health hours per resident per day	0.30
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	30	Private rooms	80
Publicly funded beds (short- and long-term)	54	Semi-private rooms	2
Total beds	84	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Mayfair QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			16 Aug 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			3		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		3	3.6	1.6
Fall with injury/Adverse event		5	6.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Info not available	13.2%
% of residents receiving recreation therapy	Info not available	27.9%
% of residents receiving occupational therapy	Info not available	7.6%
% of residents diagnosed with depression	Info not available	23.9%
% of residents receiving depression medication	Info not available	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	26.9%
Daily physical restraints	Info not available	9.1%

Source: Canadian Institute for Health Information

Facility Fees for Extra Services			
Service	Included	Service	Included
Personal cable monthly service	N/A	Personal internet monthly service	N/A
Personal telephone monthly service	N/A	Other fees	

Source: Facility

Link to web page
http://tcgcare.com/the-mayfair-senior-living-care-abbotsford2/

See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-pines-nha/>

Facility	The Pines		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	800 Centre St.	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Burns Lake, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.82
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.01

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	26
Publicly funded beds (short- and long-term)	36	Semi-private rooms	5
Total beds	36	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			04 Apr 2012		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	2.8	1.6
Fall with injury/Adverse event		1	2.8	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	29.7%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	21.5%	23.9%
% of residents receiving depression medication	43.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24.8%	26.9%
Daily physical restraints	2.3%	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880426-burns-lake-the-pines



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-priory-heritage-woods-island/>

Facility		The Priory – Heritage Woods	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	567 Goldstream Ave.	Accredited (Expiry date)	Yes (2018)
City/postal code	Langford, BC V9B 2W4	Accreditation status	Accredited
Phone number	(250) 370-5790	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 370-5790
Opened	1999	Current language(s) spoken by staff	English, Mandarin, Punjabi, Portuguese, Filipino, French
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day	0.22
Total 2015/16 funded direct care hours per resident per day	3.26

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	75
Publicly funded beds (short- and long-term)	75	Semi-private rooms	0
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Priory – Heritage Woods QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)

Date of last inspection	18 Feb 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	2		
Complaints	2015-16	Quantity	Complaints
			2015-16
Quantity		Quantity	
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.3%	13.2%
% of residents receiving recreation therapy	63.7%	27.9%
% of residents receiving occupational therapy	16.1%	7.6%
% of residents diagnosed with depression	44.6%	23.9%
% of residents receiving depression medication	60.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	31.0%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Drugs not otherwise covered, specialty services, some transportation

Source: Facility

Link to web page

http://www.viha.ca/hcc/residential/locations/priory_hiscock_heritage_woods.htm



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-priory-heritage-woods-island/>

Facility	The Priory – Hiscock		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	567 Goldstream Ave.	Accredited (Expiry date)	Yes (2018)
City/postal code	Langford, BC V9B 2W4	Accreditation status	Accredited
Phone number	(250) 370-5790	Contact for complaints	Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 370-5790
Opened	1979	Current language(s) spoken by staff	English, Mandarin, Punjabi, Portuguese, Filipino, French
Councils	Combined Resident & Family Council	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day	0.22
Total 2015/16 funded direct care hours per resident per day	3.26

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	7
Publicly funded beds (short- and long-term)	75	Semi-private rooms	6
Total beds	75	Multi-person rooms	14

Source: * Ministry of Health; ** Facility

The Priory – Hiscock QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	18 Feb 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	1		
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.4%	13.2%
% of residents receiving recreation therapy	75.4%	27.9%
% of residents receiving occupational therapy	4.1%	7.6%
% of residents diagnosed with depression	28.0%	23.9%
% of residents receiving depression medication	49.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	20.5%	26.9%
Daily physical restraints	1.4%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-residence-at-clayton-heights-fha/>

Facility	The Residence at Clayton Heights		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	18788 71st Avenue	Accredited (Expiry date)	No
City/postal code	Surrey, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.96
Funded Allied Health hours per resident per day	0.23
Total 2015/16 funded direct care hours per resident per day	3.19

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	3	Private rooms	87
Publicly funded beds (short- and long-term)	84	Semi-private rooms	0
Total beds	87	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Residence at Clayton Heights QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		08 Jul 2016		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints		0	
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	0	0.0	1.0	Missing or wandering person	1	1.2	1.6
Fall with injury/Adverse event	18	21.2	11.9	Other injury	0	0.0	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	1	1.2	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	2.0%	13.2%
% of residents receiving recreation therapy	7.4%	27.9%
% of residents receiving occupational therapy	0.6%	7.6%
% of residents diagnosed with depression	13.2%	23.9%
% of residents receiving depression medication	44.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	24.4%	26.9%
Daily physical restraints	1.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/the-residence-at-clayton-heights
http://www.pinnaclecaregroup.com/clayton.html



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-residence-at-clayton-heights-fha/>

Facility	The Residence at Morgan Heights		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	15955 27th Avenue	Accredited (Expiry date)	No
City/postal code	Surrey, BC V3S 3S3	Accreditation status	N/A
Phone number	(604) 535-1118	Contact for complaints	Director of Care / Administrator
Operator (name)	Morgan Heights Care	Phone number of complaint contact	(604) 535-1118
Opened	2009	Current language(s) spoken by staff	English, Punjabi, Italian, Tagalog
Councils	Family only	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.22
Total 2015/16 funded direct care hours per resident per day	3.02

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	26	Private rooms	108
Publicly funded beds (short- and long-term)	90	Semi-private rooms	4
Total beds	116	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Residence at Morgan Heights QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			06 Apr 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		13	11.2	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.4%	13.2%
% of residents receiving recreation therapy	8.4%	27.9%
% of residents receiving occupational therapy	0.5%	7.6%
% of residents diagnosed with depression	8.4%	23.9%
% of residents receiving depression medication	36.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.8%	26.9%
Daily physical restraints	4.0%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/the-residence-at-morgan-heights http://www.morganheightscare.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-residence-in-mission-fha/>

Facility		The Residence in Mission	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	7324 Hurd Street	Accredited (Expiry date)	Yes (2018)
City/postal code	Mission, BC V2V 3H5	Accreditation status	Accredited
Phone number	(604) 814-6707	Contact for complaints	Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 814-6707
Opened	2014	Current language(s) spoken by staff	English, Spanish, Austrian, German, Dutch, Punjabi, Hindi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.15
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.48

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	190
Publicly funded beds (short- and long-term)	200	Semi-private rooms	5
Total beds	200	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

The Residence in Mission QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			20 Apr 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			4		2.0		0.7		Medication error with adverse event	
Abuse/neglect			7		3.5		1.0		Missing or wandering person	
Fall with injury/Adverse event			19		9.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	17.4%	13.2%
% of residents receiving recreation therapy	41.3%	27.9%
% of residents receiving occupational therapy	2.8%	7.6%
% of residents diagnosed with depression	17.8%	23.9%
% of residents receiving depression medication	46.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.2%	26.9%
Daily physical restraints	1.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/the-views-st-josephs-general-hospital-island/>

Facility	The Views – St. Joseph’s General Hospital		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	2137 Comox Avenue	Accredited (Expiry date)	Yes (May 2018)
City/postal code	Comox, BC V9M 1P2	Accreditation status	Exemplary
Phone number	(250) 339-1409	Contact for complaints	Executive Director
Operator (name)	St. Joseph's General Hospital	Phone number of complaint contact	(250) 339-1516
Opened	1982	Current language(s) spoken by staff	English, French, Tagalog, Spanish
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (fee charged)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	23
Publicly funded beds (short- and long-term)	117	Semi-private rooms	21
Total beds	117	Multi-person rooms	13

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)

Date of last inspection	18 Aug 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events	0		
Complaints	2015-16	Quantity	Complaints
			2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	7.8%	7.6%
% of residents diagnosed with depression	27.2%	23.9%
% of residents receiving depression medication	50.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	27.2%	26.9%
Daily physical restraints	10.1%	9.1%

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	

Source: Facility

Link to web page

http://www.viha.ca/hcc/residential/locations/st_josephs_general_hospital.htm

<http://www.sjghcomox.ca/>



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/three-links-care-centre-the-vcha/>

Facility		Three Links Care Centre	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2934 East 22nd Ave	Accredited (Expiry date)	Yes (Oct 2017)
City/postal code	Vancouver, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.51
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	2.84

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	90
Publicly funded beds (short- and long-term)	90	Semi-private rooms	0
Total beds	90	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Three Links Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			01 Sep 2016		Reason for licensing inspection			Routine			
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available			
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds		
Disease outbreak or occurrence			1	1.1	0.7	Medication error with adverse event			0	0.0	0.2
Abuse/neglect			1	1.1	1.0	Missing or wandering person			2	2.2	1.6
Fall with injury/Adverse event			10	11.1	11.9	Other injury			2	2.2	1.6
Food or other poisoning			1	1.1	0.1	Aggression between persons in care			1	1.1	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.9%	13.2%
% of residents receiving recreation therapy	0.3%	27.9%
% of residents receiving occupational therapy	6.9%	7.6%
% of residents diagnosed with depression	22.3%	23.9%
% of residents receiving depression medication	44.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33.2%	26.9%
Daily physical restraints	1.8%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/three-links-care-centre-the-vcha/>

Facility	Three Links Manor		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1449 Kelglen Cres	Accredited (Expiry date)	Yes (2018)
City/postal code	Kelowna, BC V1Y 8P4	Accreditation status	Accredited
Phone number	(250) 763-2585	Contact for complaints	Manager
Operator (name)	Interior Health	Phone number of complaint contact	(250) 712-6956
Opened	1983	Current language(s) spoken by staff	Spanish, German, Filipino, Punjabi, Polish, Russian
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	82
Publicly funded beds (short- and long-term)	82	Semi-private rooms	0
Total beds	82	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Three Links Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			27 Sep 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			11		13.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									0	
									0.0	
									0.2	
									3	
									3.7	
									1.6	
									3	
									3.7	
									1.6	
									0	
									0.0	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.9%	13.2%
% of residents receiving recreation therapy	29.5%	27.9%
% of residents receiving occupational therapy	24.9%	7.6%
% of residents diagnosed with depression	27.6%	23.9%
% of residents receiving depression medication	54.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	42.5%	26.9%
Daily physical restraints	2.9%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/info.aspx?type=Location&loc=Three%20Links%20Manor&svc=Residential%20Care&ploc=N/A http://www.threelinks.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/trillium-lodge-island/>

Facility	Trillium Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act & Community Care & Assisted Living Act
Street address	401 Moilliet St	Accredited (Expiry date)	Yes (2018)
City/postal code	Parksville, BC V9P 1M9	Accreditation status	Info not available
Phone number	(250) 947-8230	Contact for complaints	Manager or Clinical Nurse Lead
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 947-8230 ext 39069 / (250) 947-8230 ext 39052
Opened	1982	Current language(s) spoken by staff	Info not available
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	58
Publicly funded beds (short- and long-term)	90	Semi-private rooms	3
Total beds	90	Multi-person rooms	9

Source: * Ministry of Health; ** Facility

Trillium Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			19 Sep 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		3	3.3	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	7.8%	13.2%
% of residents receiving recreation therapy	16.5%	27.9%
% of residents receiving occupational therapy	24.0%	7.6%
% of residents diagnosed with depression	17.7%	23.9%
% of residents receiving depression medication	57.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	29.0%	26.9%
Daily physical restraints	21.1%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/trinity-care-centre-ih/>

Facility		Trinity Care Centre	
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	75 Green Ave. West	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Penticton, BC V2A 7N6	Accreditation status	Commendation
Phone number	(250) 493-6601	Contact for complaints	Manager / Director of Care
Operator (name)	Interior Health	Phone number of complaint contact	(250) 493-6601
Opened	1983	Current language(s) spoken by staff	English, French, Punjabi, Spanish
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator & Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.16

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	75
Publicly funded beds (short- and long-term)	75	Semi-private rooms	0
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Trinity Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			22 Jun 2016		Reason for licensing inspection			Monitoring	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		2	2.7	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		2	2.7	1.0	Missing or wandering person		2	2.7	1.6
Fall with injury/Adverse event		6	8.0	11.9	Other injury		1	1.3	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	8.6%	13.2%
% of residents receiving recreation therapy	5.7%	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	12.9%	23.9%
% of residents receiving depression medication	44.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.7%	26.9%
Daily physical restraints	4.5%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/tsawaayuus-rainbow-gardens-island/>

Facility	Tsawaayuus – Rainbow Gardens		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	6151 Russell Place	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Port Alberni, BC V9Y 7W3	Accreditation status	Primer
Phone number	(250) 724-5655	Contact for complaints	Site Manager
Operator (name)	West Coast Native Health Care Society	Phone number of complaint contact	(250) 724-5655
Opened	1982	Current language(s) spoken by staff	English
Councils	Resident Council	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.21

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	31
Publicly funded beds (short- and long-term)	30	Semi-private rooms	0
Total beds	31	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Tsawaayuus – Rainbow Gardens QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	10 May 2016	Reason for inspection	Routine
Incidents	2015-16	Quantity	
Serious adverse events	0		
Complaints	2015-16	Quantity	Complaints
			2015-16
Quantity			Quantity
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	16.3%	23.9%
% of residents receiving depression medication	28.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	16.3%	26.9%
Daily physical restraints	1.9%	9.1%

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	

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/tsawaayuus.htm
http://rainbowgardens.bc.ca/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/valhaven-rest-home-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.32
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.61

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	26
Publicly funded beds (short- and long-term)	22	Semi-private rooms	0
Total beds	26	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Valhaven Rest Home QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			03 Aug 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		3	11.5	11.9	Other injury		2	7.7	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	10.2%	13.2%
% of residents receiving recreation therapy	76.7%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	3.3%	23.9%
% of residents receiving depression medication	63.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	35.5%	26.9%
Daily physical restraints	33.0%	9.1%

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	Yes	Other fees	Clothing labelling fee

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---abbotsford-and-mission/valhaven-home
https://www.comunitascare.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/valleyhaven-fha/>

Facility	Valleyhaven		
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	45450 Menholm Rd.	Accredited (Expiry date)	Yes (2017)
City/postal code	Chilliwack, BC V2P 1M2		
Phone number	(604) 792-0037	Accreditation status	Commendation
Operator (name)	Valleyhaven Retirement Communities Ltd.	Contact for complaints	Director of Care
Opened	2009	Phone number of complaint contact	(604) 792-0037 ext 102
Councils	Separate & Combined Resident & Family Councils		
Meetings held	Regular Schedule	Current language(s) spoken by staff	English, German, Punjabi, Hindi
Food services provided by:	Operator	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.51
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.81

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	11	Private rooms	83
Publicly funded beds (short- and long-term)	80	Semi-private rooms	3
Total beds	91	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			24 Jun 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			4		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		1	1.1	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		22	23.7	11.9	Other injury		1	1.1	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	1.1	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.9%	13.2%
% of residents receiving recreation therapy	75.2%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	23.9%	23.9%
% of residents receiving depression medication	51.9%	47.8%
Taken antipsychotics without a diagnosis of psychosis	26.7%	26.9%
Daily physical restraints	16.0%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/veterans-memorial-lodge-at-broadmead-island/>

Facility		Veterans Memorial Lodge at Broadmead	
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	4579 Chatterton Way	Accredited (Expiry date)	Yes (Sep 2020)
City/postal code	Saanich, BC V8X 4Y7	Accreditation status	Commendation
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, Cantonese, Mandarin, Croatian, Czech, Punjabi, Hindi, Tagalog, Japanese, Korean, French, Portuguese, Polish, Spanish, Ukrainian, Somali
Councils	Family only		
Meetings held	Regular Schedule	Visitor parking (cost)	Yes (no fee)
Food services provided by:	Operator		
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.24

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	201
Publicly funded beds (short- and long-term)	225	Semi-private rooms	12
Total beds	225	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Veterans Memorial Lodge at Broadmead QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)			
Date of last inspection	11 Feb 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events		20	
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints	Info not available	Number substantiated complaints	Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.3%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.1%	7.6%
% of residents diagnosed with depression	26.8%	23.9%
% of residents receiving depression medication	44.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	4.8%	26.9%
Daily physical restraints	1.4%	9.1%

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	Program enhancement and one time labeling fee

Source: Facility

Link to web page
http://www.viha.ca/hcc/residential/locations/lodge_at_broadmead.htm
http://www.broadmeadcare.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomeresults/victoria-chinatown-care-centre-island/>

Facility		Victoria Chinatown Care Centre	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	555 Herald Street	Accredited (Expiry date)	Yes (Nov 2018)
City/postal code	Victoria, BC V8W 1S5	Accreditation status	Info not available
Phone number	(250) 381-4322	Contact for complaints	Administrator / Director of Care
Operator (name)	Victoria Chinatown Care Society	Phone number of complaint contact	(250) 381-4322
Opened	1982	Current language(s) spoken by staff	English, Cantonese, Mandarin, Tagalog
Councils	Combined Resident & Family	Visitor parking (cost)	No (street parking available)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.12

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	29
Publicly funded beds (short- and long-term)	31	Semi-private rooms	1
Total beds	31	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Victoria Chinatown Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Jul 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			3		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		2	6.5	1.6
Fall with injury/Adverse event		11	35.5	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	41.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	31.0%	23.9%
% of residents receiving depression medication	47.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	10.9%	26.9%
Daily physical restraints	2.2%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/victoria-sunset-lodge-island/>

Facility	Victoria Sunset Lodge		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	952 Arm Street	Accredited (Expiry date)	Yes (Jun 2017)
City/postal code	Esquimalt, BC V9A 4G7	Accreditation status	Commendation
Phone number	(250) 385-3422	Contact for complaints	Director of Care
Operator (name)	Governing Council of the Salvation Army in Canada	Phone number of complaint contact	(250) 385-3422 ext 237
Opened	1979	Current language(s) spoken by staff	English, Spanish, Russian, Cantonese
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.11

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	108
Publicly funded beds (short- and long-term)	108	Semi-private rooms	0
Total beds	108	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Victoria Sunset Lodge QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			31 Aug 2016		Reason for licensing inspection			Follow-up	
Complaints			2015-16		Quantity		Complaints		
							2015-16		
							Quantity		
Number of licensing complaints			19		Number substantiated licensing complaints			2	
Incidents			2015-16						
			Total Number		Per 100 beds		BC Avg / 100 beds		
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event
Abuse/neglect			1		0.9		1.0		Missing or wandering person
Fall with injury/Adverse event			15		13.9		11.9		Other injury
Food or other poisoning			0		0.0		0.1		Aggression between persons in care
									4
									3.7
									1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	29.7%	23.9%
% of residents receiving depression medication	65.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	43.4%	26.9%
Daily physical restraints	23.9%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/victorian-community-health-centre-of-kaslo-ih/>

Facility	Victorian Community Health Centre of Kaslo		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	673A Avenue	Accredited (Expiry date)	Yes (Sep 2019)
City/postal code	Kaslo, BC V0G 1M0	Accreditation status	Accredited
Phone number	(250) 353-2722	Contact for complaints	Residential Care Coordinator
Operator (name)	Interior Health	Phone number of complaint contact	(250) 353-2211
Opened	1979	Current language(s) spoken by staff	English, French, Romanian
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.14
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.47

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	17
Publicly funded beds (short- and long-term)	20	Semi-private rooms	3
Total beds	20	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Victorian Community Health Centre of Kaslo QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			16 May 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			1		5.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	58.9%	13.2%
% of residents receiving recreation therapy	5.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	39.8%	23.9%
% of residents receiving depression medication	42.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.7%	26.9%
Daily physical restraints	0.0%*	9.1%

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	Yes	Other fees	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Victorian%20Community%20Health%20Centre%20of%20Kaslo



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/villa-carital-vcha/>

Facility	Villa Carital		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	3050 Penticton St	Accredited (Expiry date)	No
City/postal code	Vancouver, BC 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, Cantonese
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	No
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.28
Funded Allied Health hours per resident per day	0.36
Total 2015/16 funded direct care hours per resident per day	3.64

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	60
Publicly funded beds (short- and long-term)	76	Semi-private rooms	12
Total beds	80	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			04 Nov 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			0	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		10	12.5	11.9	Other injury		1	1.3	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		2	2.5	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	11.2%	13.2%
% of residents receiving recreation therapy	86.3%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	63.9%	23.9%
% of residents receiving depression medication	70.4%	47.8%
Taken antipsychotics without a diagnosis of psychosis	42.5%	26.9%
Daily physical restraints	3.4%	9.1%

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	

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/residential-care/vancouver-residential-care/villa-carital/
http://www.villacarital.com/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/villa-cathay-care-home-vcha/>

Facility	Villa Cathay Care Home		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	970 Union Street	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V6A 3V1	Accreditation status	N/A
Phone number	(604) 254-5621	Contact for complaints	Director of Care / Manager
Operator (name)	Villa Cathay Care Home Society	Phone number of complaint contact	(604) 254-5621
Opened	1979	Current language(s) spoken by staff	English, Cantonese, Mandarin
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.44
Funded Allied Health hours per resident per day	0.15
Total 2015/16 funded direct care hours per resident per day	2.59

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	4	Private rooms	112
Publicly funded beds (short- and long-term)	150	Semi-private rooms	19
Total beds	154	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			02 Dec 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			14	9.1	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.2%	13.2%
% of residents receiving recreation therapy	1.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	18.0%	23.9%
% of residents receiving depression medication	22.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	19.8%	26.9%
Daily physical restraints	12.2%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/village-at-mill-creek-ih/>

Facility	Village at Mill Creek		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	1450 Sutherland Rd.	Accredited (Expiry date)	Yes
City/postal code	Kelowna, BC V1Y 5Y5	Accreditation status	Info not available
Phone number	(250) 860-2216	Contact for complaints	Info not available
Operator (name)	Baptist Housing Enhanced Living Communities	Phone number of complaint contact	Info not available
Opened	1979	Current language(s) spoken by staff	Info not available
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Info not available
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Info not available
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	96
Publicly funded beds (short- and long-term)	82	Semi-private rooms	0
Total beds	82	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Village at Mill Creek QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			09 Mar 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.2		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			11		13.4		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	29.9%	13.2%
% of residents receiving recreation therapy	67.4%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	33.3%	23.9%
% of residents receiving depression medication	32.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	46.3%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Village%20at%20Mill%20Creek http://www.baptisthousing.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/village-at-smith-creek-ih/>

Facility	Village at Smith Creek		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	2425 Orlin Road	Accredited (Expiry date)	Yes (2018)
City/postal code	West Kelowna, BC V4T 1N3	Accreditation status	Exemplary
Phone number	(250) 768-0488	Contact for complaints	Administrator
Operator (name)	Baptist Housing Enhanced Living Communities	Phone number of complaint contact	(250) 768-0488 ext 5
Opened	1992	Current language(s) spoken by staff	English, French, Spanish, German
Councils	Combined Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	1	Private rooms	130
Publicly funded beds (short- and long-term)	138	Semi-private rooms	8
Total beds	139	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Village at Smith Creek QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			17 Sep 2015		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			16		11.5		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	19.4%	13.2%
% of residents receiving recreation therapy	43.1%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	25.8%	23.9%
% of residents receiving depression medication	59.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.7%	26.9%
Daily physical restraints	5.0%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Village%20at%20Smith%20Creek http://www.baptisthousing.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/village-by-the-station-ih/>

Facility	Village by the Station		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	270 Hastings Avenue	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Penticton, BC V2A 2V6	Accreditation status	Commendation
Phone number	(250) 490-4949	Contact for complaints	Site Administrator
Operator (name)	The Good Samaritan Society	Phone number of complaint contact	(250) 490-4352
Opened	2003	Current language(s) spoken by staff	English, French, Tagalog, Afrikaans, Spanish, Italian
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	133
Publicly funded beds (short- and long-term)	100	Semi-private rooms	4
Total beds	100	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Village by the Station QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			21 Oct 2016		Reason for licensing inspection			Monitoring		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			28		Number substantiated licensing complaints			14		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.0		0.7		Medication error with adverse event	
Abuse/neglect			2		2.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			13		13.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	22.2%	13.2%
% of residents receiving recreation therapy	8.3%	27.9%
% of residents receiving occupational therapy	17.6%	7.6%
% of residents diagnosed with depression	28.8%	23.9%
% of residents receiving depression medication	35.6%	47.8%
Taken antipsychotics without a diagnosis of psychosis	33.8%	26.9%
Daily physical restraints	12.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Village%20by%20the%20Station https://gss.org/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/waverly-grosvenor-house-ventures-fha/>

Facility		Waverly-Grosvenor House Ventures	
Health authority	Fraser Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	8445 Young Rd	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Chilliwack, BC V2P 4P2	Accreditation status	Accredited
Phone number	(604) 792-6340	Contact for complaints	Director of Care
Operator (name)	Retirement Concepts	Phone number of complaint contact	(604) 703-2103
Opened	Info not available	Current language(s) spoken by staff	English, Punjabi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.27
Funded Allied Health hours per resident per day	0.25
Total 2015/16 funded direct care hours per resident per day	2.52

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	38	Private rooms	52
Publicly funded beds (short- and long-term)	37	Semi-private rooms	1
Total beds	75	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Waverly-Grosvenor House Ventures QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		19 Oct 2015		Reason for licensing inspection		Routine	
Complaints		2015-16		Quantity		Complaints	
2015-16		Quantity		2015-16		Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints		0	
Incidents		2015-16		Total Number		Per 100 beds	
2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence		0		0.0		0.7	
Abuse/neglect		0		0.0		1.0	
Fall with injury/Adverse event		5		6.7		11.9	
Food or other poisoning		1		1.3		0.1	
Medication error with adverse event		0		0.0		0.2	
Missing or wandering person		0		0.0		1.6	
Other injury		1		1.3		1.6	
Aggression between persons in care		5		6.7		1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	6.1%	13.2%
% of residents receiving recreation therapy	12.9%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	20.4%	23.9%
% of residents receiving depression medication	47.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	17.5%	26.9%
Daily physical restraints	24.8%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/west-shore-laylum-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.34
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.63

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	45
Publicly funded beds (short- and long-term)	55	Semi-private rooms	5
Total beds	55	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

West Shore Laylum QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			02 Mar 2016		Reason for licensing inspection			Routine		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			1		1.8		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			5		9.1		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	
									4	
									7.3	
									1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	27.5%	13.2%
% of residents receiving recreation therapy	54.6%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	38.7%	23.9%
% of residents receiving depression medication	60.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	15.6%	26.9%
Daily physical restraints	9.4%	9.1%

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	

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---delta/west-shore-laylum



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/west-vancouver-care-centre-vcha/>

Facility		West Vancouver Care Centre	
Health authority	Vancouver Coastal	Regulation/ Legislation	Hospital Act
Street address	1675 27th Street	Accredited (Expiry date)	Yes (2015)
City/postal code	West Vancouver, BC V7V 4K9	Accreditation status	Excellence
Phone number	(604) 925-1247	Contact for complaints	Director of Care
Operator (name)	Arcan Developments Ltd.	Phone number of complaint contact	(604) 925-1247
Opened	1987	Current language(s) spoken by staff	English, Romanian, Polish, Tagalog, Spanish, Portuguese, Punjabi, Hindi
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.18
Funded Allied Health hours per resident per day	0.13
Total 2015/16 funded direct care hours per resident per day	2.31

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	2	Private rooms	23
Publicly funded beds (short- and long-term)	79	Semi-private rooms	16
Total beds	81	Multi-person rooms	7

Source: * Ministry of Health; ** Facility

West Vancouver Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			20 Jul 2015		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		1	1.2	1.6
Fall with injury/Adverse event		3	3.7	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	32.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.3%	7.6%
% of residents diagnosed with depression	24.0%	23.9%
% of residents receiving depression medication	49.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	28.1%	26.9%
Daily physical restraints	4.6%	9.1%

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	

Source: Facility

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/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/westhaven-island/>

Facility	Westhaven		
Health authority	Vancouver Island	Regulation/ Legislation	Hospital Act
Street address	3949 Pt. Alberni Hwy	Accredited (Expiry date)	Yes (2018)
City/postal code	Port Alberni, BC V9Y 4S1	Accreditation status	Accredited
Phone number	(250) 724-8875	Contact for complaints	Clinical Nurse Lead / Manager
Operator (name)	Vancouver Island Health	Phone number of complaint contact	(250) 724-8875 / (250) 947-8230 ext 39068
Opened	2001	Current language(s) spoken by staff	English, Punjabi, German
Councils	Info not available	Visitor parking (cost)	Yes (no fee)
Meetings held	Info not available	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.04
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	3.33

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	32
Publicly funded beds (short- and long-term)	32	Semi-private rooms	0
Total beds	32	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)			
Date of last inspection	30 May 2016	Reason for inspection	Follow-up
Incidents	2015-16	Quantity	
Serious adverse events		0	
Complaints	2015-16	Quantity	Complaints 2015-16
Number of complaints		Info not available	Number substantiated complaints
			Info not available

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.7%	13.2%
% of residents receiving recreation therapy	10.5%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	13.6%	23.9%
% of residents receiving depression medication	60.7%	47.8%
Taken antipsychotics without a diagnosis of psychosis	23.4%	26.9%
Daily physical restraints	4.4%	9.1%

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	Clothing labelling fee

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/westview-extended-care-penticton-regional-hospital-ih/>

Facility	Westview Extended Care – Penticton Regional Hospital		
Health authority	Interior Health	Regulation/ Legislation	Hospital Act
Street address	550 Carmi Ave	Accredited (Expiry date)	Yes (Sep 2015)
City/postal code	Penticton, BC 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 ext 2206 / (250) 492-4000 ext 2676
Opened	1980	Current language(s) spoken by staff	Portuguese, Filipino, Punjabi, Hindi, German, Bengali, Russian, French
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	No		

Funding	
Funded nursing care hours per resident per day	2.85
Funded Allied Health hours per resident per day	0.33
Total 2015/16 funded direct care hours per resident per day	3.18

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	10
Publicly funded beds (short- and long-term)	102	Semi-private rooms	10
Total beds	102	Multi-person rooms	18

Source: * Ministry of Health; ** Facility

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

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			10 Feb 2016		Reason for licensing inspection		Monitoring				
Complaints		2015-16		Quantity		Complaints		2015-16		Quantity	
Number of licensing complaints			0			Number substantiated licensing complaints			2		
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		3		2.9	0.7	Medication error with adverse event		1	1.0	0.2	
Abuse/neglect		0		0.0	1.0	Missing or wandering person		5	4.9	1.6	
Fall with injury/Adverse event		11		10.8	11.9	Other injury		2	2.0	1.6	
Food or other poisoning		0		0.0	0.1	Aggression between persons in care		0	0.0	1.5	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	3.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	8.6%	7.6%
% of residents diagnosed with depression	15.8%	23.9%
% of residents receiving depression medication	42.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	47.8%	26.9%
Daily physical restraints	7.9%	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/wexford-creek-island/>

Facility			
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	80 10th Street	Accredited (Expiry date)	Yes (Oct 2019)
City/postal code	Nanaimo, BC V9R 0A8	Accreditation status	Commendation
Phone number	(250) 753-4044	Contact for complaints	Site Manager
Operator (name)	Park Place Seniors Living Inc.	Phone number of complaint contact	(250) 739-5200
Opened	2008	Current language(s) spoken by staff	English, French, Filipino, Croatian, Spanish
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	110
Publicly funded beds (short- and long-term)	110	Semi-private rooms	0
Total beds	110	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Wexford Creek QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)											
Date of last licensing inspection			28 Oct 2016		Reason for licensing inspection			Routine			
Complaints			2015-16		Quantity		Complaints				
2015-16			Quantity		2015-16			Quantity			
Number of licensing complaints			2		Number substantiated licensing complaints			0			
Incidents			2015-16								
2015-16			Total Number		Per 100 beds		BC Avg / 100 beds				
			Total Number		Per 100 beds		BC Avg / 100 beds				
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event		
Abuse/neglect			0		0.0		1.0		Missing or wandering person		
Fall with injury/Adverse event			18		16.4		11.9		Other injury		
Food or other poisoning			0		0.0		0.1		Aggression between persons in care		

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)			Facility		BC Avg	
% of residents receiving physical therapy			0.4%		13.2%	
% of residents receiving recreation therapy			15.5%		27.9%	
% of residents receiving occupational therapy			3.8%		7.6%	
% of residents diagnosed with depression			24.1%		23.9%	
% of residents receiving depression medication			47.6%		47.8%	
Taken antipsychotics without a diagnosis of psychosis			23.0%		26.9%	
Daily physical restraints			4.8%		9.1%	

Source: Canadian Institute for Health Information

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

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/white-rock-seniors-village-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.49
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.80

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	11	Private rooms	59
Publicly funded beds (short- and long-term)	60	Semi-private rooms	6
Total beds	71	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

White Rock Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)								
Date of last licensing inspection		24 Aug 2016		Reason for licensing inspection			Follow-up	
Complaints		2015-16		Quantity		Complaints		
						2015-16		
						Quantity		
Number of licensing complaints		1		Number substantiated licensing complaints			1	
Incidents		2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		
Disease outbreak or occurrence		2	2.8	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect		1	1.4	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event		10	14.1	11.9	Other injury	2	2.8	1.6
Food or other poisoning		1	1.4	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	34.2%	13.2%
% of residents receiving recreation therapy	96.0%	27.9%
% of residents receiving occupational therapy	10.3%	7.6%
% of residents diagnosed with depression	15.2%	23.9%
% of residents receiving depression medication	38.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	18.6%	26.9%
Daily physical restraints	11.2%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey,-white-rock/white-rock-seniors-village
http://www.retirementconcepts.com/locations/white-rock-seniors-village/



**Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)**

Facility	William Rudd		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	95 Blackberry Drive	Accredited (Expiry date)	Yes (2018)
City/postal code	New Westminster, BC V3L 5S7	Accreditation status	Accredited
Phone number	(604) 517-8609	Contact for complaints	Care Manager
Operator (name)	Fraser Health	Phone number of complaint contact	(604) 517-8612
Opened	Info not available	Current language(s) spoken by staff	English, Cantonese, Tagalog, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	3.26
Funded Allied Health hours per resident per day	0.40
Total 2015/16 funded direct care hours per resident per day	3.66

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	12
Publicly funded beds (short- and long-term)	12	Semi-private rooms	0
Total beds	12	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			14 Apr 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			1		8.3		1.0		Missing or wandering person	
Fall with injury/Adverse event			0		0.0		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	12.3%	13.2%
% of residents receiving recreation therapy	12.2%	27.9%
% of residents receiving occupational therapy	2.1%	7.6%
% of residents diagnosed with depression	18.3%	23.9%
% of residents receiving depression medication	51.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	9.2%	26.9%
Daily physical restraints	6.5%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---new-wesminster/william-rudd-house



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/williams-lake-seniors-village-ih/>

Facility	Williams Lake Seniors Village		
Health authority	Interior Health	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1455 Western Avenue	Accredited (Expiry date)	Yes (Feb 2018)
City/postal code	Williams Lake, BC V2G 5N1	Accreditation status	Accredited
Phone number	(250) 305-1131	Contact for complaints	General Manager
Operator (name)	Retirement Concepts Seniors Services Ltd.	Phone number of complaint contact	(250) 305-3302
Opened	2004	Current language(s) spoken by staff	English, Filipino, Punjabi, Hindi, French, German
Councils	Resident & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.80
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.15

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	113
Publicly funded beds (short- and long-term)	113	Semi-private rooms	0
Total beds	113	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Williams Lake Seniors Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)							
Date of last licensing inspection		05 Jul 2016		Reason for licensing inspection			Monitoring
Complaints		2015-16		Quantity		Complaints	
						2015-16	
						Quantity	
Number of licensing complaints		0		Number substantiated licensing complaints			0
Incidents		2015-16					
	Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence	1	0.9	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect	2	1.8	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event	30	26.5	11.9	Other injury	2	1.8	1.6
Food or other poisoning	0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.7%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	13.5%	23.9%
% of residents receiving depression medication	51.0%	47.8%
Taken antipsychotics without a diagnosis of psychosis	14.9%	26.9%
Daily physical restraints	4.7%	9.1%

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	

Source: Facility

Link to web page
https://www.interiorhealth.ca/FindUs/_layouts/FindUs/service.aspx?svcloc=Williams%20Lake%20Seniors%20Village http://www.retirementconcepts.com/locations/williams-lake-seniors-village/



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/willingdon-care-centre-fha/>

Facility	Willingdon Care Centre		
Health authority	Fraser Health	Regulation/ Legislation	Hospital Act
Street address	4435 Grange St	Accredited (Expiry date)	Yes (Sep 2017)
City/postal code	Burnaby, BC V5H 1P4	Accreditation status	Commendation
Phone number	(604) 433-2455	Contact for complaints	Director of Care
Operator (name)	Arnold Bennewith	Phone number of complaint contact	(604) 433-2455
Opened	1964	Current language(s) spoken by staff	English, Cantonese, Tagalog
Councils	Separate Resident & Family	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.47
Funded Allied Health hours per resident per day	0.31
Total 2015/16 funded direct care hours per resident per day	2.79

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	10
Publicly funded beds (short- and long-term)	95	Semi-private rooms	23
Total beds	95	Multi-person rooms	10

Source: * Ministry of Health; ** Facility

Willingdon Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			06 Oct 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			0		Number substantiated licensing complaints			0		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			2		2.1		0.7		Medication error with adverse event	
Abuse/neglect			1		1.1		1.0		Missing or wandering person	
Fall with injury/Adverse event			17		17.9		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.7%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	2.1%	7.6%
% of residents diagnosed with depression	22.0%	23.9%
% of residents receiving depression medication	45.3%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.8%	26.9%
Daily physical restraints	1.5%	9.1%

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	Yes	Other fees	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/willingdon-creek-village-vcha/>

Facility		Willingdon Creek Village	
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4980 Kiwanis Drive	Accredited (Expiry date)	Yes (Dec 2016)
City/postal code	Powell River, BC V8A 5H5	Accreditation status	Accredited
Phone number	(604) 485-9868	Contact for complaints	Manager / Residential Care Coordinator
Operator (name)	Vancouver Coastal Health	Phone number of complaint contact	(604) 485-9868
Opened	2014	Current language(s) spoken by staff	English, Dutch, Swedish, Filipino, French, German
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Outside Contractor		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.75
Funded Allied Health hours per resident per day	0.27
Total 2015/16 funded direct care hours per resident per day	3.02

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	102
Publicly funded beds (short- and long-term)	102	Semi-private rooms	0
Total beds	102	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Willingdon Creek Village QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			12 Apr 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			1	1.0	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	1.1%	13.2%
% of residents receiving recreation therapy	0.8%	27.9%
% of residents receiving occupational therapy	0.0%*	7.6%
% of residents diagnosed with depression	18.0%	23.9%
% of residents receiving depression medication	53.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	40.0%	26.9%
Daily physical restraints	34.6%	9.1%

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	

Source: Facility

Link to web page
http://www.vch.ca/locations-and-services/find-health-services/?program_id=14728



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/windermere-care-centre-vcha/>

Facility	Windermere Care Centre		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	900 West 12th Avenue	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V5Z 1N3	Accreditation status	N/A
Phone number	(604) 736-8676	Contact for complaints	Administrator
Operator (name)	Windemere Care Center Inc.	Phone number of complaint contact	(604) 737-5474
Opened	1992	Current language(s) spoken by staff	Romanian, German, Arabic, Italian, Japanese, Polish, Ukrainian, Greek, English, Cantonese, Mandarin, Fijian, Hindi, Spanish, Anhari, Vietnamese, Tagalog, Indonesian, Dutch, Togan, French, Farsi, Korean, Malay, Portuguese, Punjabi, Russian
Councils	Combined Resident & Family Council		
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	2.65
Funded Allied Health hours per resident per day	0.20
Total 2015/16 funded direct care hours per resident per day	2.85

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	3	Private rooms	170
Publicly funded beds (short- and long-term)	207	Semi-private rooms	22
Total beds	210	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Windermere Care Centre QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			25 Sep 2015		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		3	1.4	1.6
Fall with injury/Adverse event		28	13.3	11.9	Other injury		1	0.5	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	0.5	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	4.9%	13.2%
% of residents receiving recreation therapy	13.0%	27.9%
% of residents receiving occupational therapy	0.1%	7.6%
% of residents diagnosed with depression	25.5%	23.9%
% of residents receiving depression medication	45.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	21.2%	26.9%
Daily physical restraints	1.4%	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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

Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Woodgrove Manor		
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	6304 Metral Drive	Accredited (Expiry date)	No
City/postal code	Nanaimo, BC V9T 2L8	Accreditation status	N/A
Phone number	(250) 390-1036	Contact for complaints	Residential Lifestyle Manager / Care Services Manager
Operator (name)	Woodgrove Manor Ltd.	Phone number of complaint contact	(250) 390-1036
Opened	1993	Current language(s) spoken by staff	English, Punjabi
Councils	Separate & Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding

Funded nursing care hours per resident per day	Info not available
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	2.59

Source: Health Authority

Beds & Rooms

Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	12	Private rooms	39
Publicly funded beds (short- and long-term)	31	Semi-private rooms	0
Total beds	43	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Woodgrove Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			16 Nov 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			1		Number substantiated licensing complaints			1	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds	
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		8	18.6	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		4	9.3	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	Not reported	13.2%
% of residents receiving recreation therapy	Not reported	27.9%
% of residents receiving occupational therapy	Not reported	7.6%
% of residents diagnosed with depression	Not reported	23.9%
% of residents receiving depression medication	Not reported	47.8%
Taken antipsychotics without a diagnosis of psychosis	Not reported	26.9%
Daily physical restraints	Not reported	9.1%

Source: Canadian Institute for Health Information

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

Source: Facility

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



Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)

Facility	Wrinch Memorial Hospital		
Health authority	Northern Health	Regulation/ Legislation	Hospital Act
Street address	2510 West Hwy 62	Accredited (Expiry date)	Yes (Jun 2018)
City/postal code	Hazelton, BC V0J 1Y0	Accreditation status	Accredited
Phone number	(250) 842-5211	Contact for complaints	Health Services Administrator
Operator (name)	Northern Health	Phone number of complaint contact	(250) 842-4641
Opened	1977	Current language(s) spoken by staff	English, Gitsxon
Councils	Info not available	Visitor parking (cost)	Yes (no fee)
Meetings held	Info not available	Personal spending account (comfort fund)	No
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	3.05
Funded Allied Health hours per resident per day	Info not available
Total 2015/16 funded direct care hours per resident per day	3.05

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	1
Publicly funded beds (short- and long-term)	10	Semi-private rooms	5
Total beds	10	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Wrinch Memorial Hospital QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			20 Apr 2012		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		0	0.0	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		0	0.0	1.0	Missing or wandering person		0	0.0	1.6
Fall with injury/Adverse event		2	20.0	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	5.6%	7.6%
% of residents diagnosed with depression	11.8%	23.9%
% of residents receiving depression medication	29.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	Info not available	26.9%
Daily physical restraints	Info not available	9.1%

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	

Source: Facility

Link to web page
https://northernhealth.ca/YourHealth/HomeandCommunityCare/HomeandCommunityCareServices/ResidentialCare/ResidentialCareFacilities.aspx#12880432-hazelton-wrinch-memorial-hospital



See the residential care survey results for this facility –
<https://surveybcseniors.org//carehomerresults/yaletown-house-society-vcha/>

Facility	Yaletown House Society		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	1099 Cambie Street	Accredited (Expiry date)	No
City/postal code	Vancouver, BC V6B 5A8	Accreditation status	N/A
Phone number	(604) 689-0022	Contact for complaints	Executive Director
Operator (name)	Yaletown House Society	Phone number of complaint contact	(604) 806-4202
Opened	1985	Current language(s) spoken by staff	English, Tagalog, Cantonese, French, Spanish, Mandarin, German, Hindi, Russian
Councils	Combined Resident & Family Councils	Visitor parking (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.41
Funded Allied Health hours per resident per day	0.19
Total 2015/16 funded direct care hours per resident per day	2.60

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	127
Publicly funded beds (short- and long-term)	127	Semi-private rooms	0
Total beds	127	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Yaletown House Society QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			04 Nov 2015		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available	
Incidents 2015-16		Total Number	Per 100 beds	BC Avg / 100 beds			Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence		2	1.6	0.7	Medication error with adverse event		0	0.0	0.2
Abuse/neglect		1	0.8	1.0	Missing or wandering person		15	11.8	1.6
Fall with injury/Adverse event		32	25.2	11.9	Other injury		0	0.0	1.6
Food or other poisoning		0	0.0	0.1	Aggression between persons in care		1	0.8	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	9.1%	13.2%
% of residents receiving recreation therapy	4.8%	27.9%
% of residents receiving occupational therapy	0.8%	7.6%
% of residents diagnosed with depression	27.4%	23.9%
% of residents receiving depression medication	47.5%	47.8%
Taken antipsychotics without a diagnosis of psychosis	13.3%	26.9%
Daily physical restraints	15.8%	9.1%

Source: Canadian Institute for Health Information

Facility Fees 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 supplies & services

Source: Facility

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



**Resident survey feedback on this facility –
(Facility-level results for facilities with fewer than 10 respondents are not accessible)**

Facility	Youville Residence		
Health authority	Vancouver Coastal	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	4950 Heather Street	Accredited (Expiry date)	Yes (Nov 2016)
City/postal code	Vancouver, BC V5Z 3L9	Accreditation status	Exemplary
Phone number	(604) 261-9371		
Operator (name)	Providence Health Care	Contact for complaints	Resident Care Manager
Opened	1979	Phone number of complaint contact	(604) 806-9540
Councils	Combined Resident & Family Councils	Current language(s) spoken by staff	English, Hindi, Punjabi, Tagalog, Spanish, Cantonese, Mandarin, Italian, Portuguese, Taiwanese, French
Meetings held	Regular Schedule		
Food services provided by:	Outside Contractor	Visitor parking (cost)	Yes (no fee)
Food prepared and cooked on site	Yes	Personal spending account (comfort fund)	Yes

Funding	
Funded nursing care hours per resident per day	3.21
Funded Allied Health hours per resident per day	0.37
Total 2015/16 funded direct care hours per resident per day	3.58

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	42
Publicly funded beds (short- and long-term)	42	Semi-private rooms	0
Total beds	42	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Youville Residence QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)										
Date of last licensing inspection			08 Sep 2016		Reason for licensing inspection			Follow-up		
Complaints			2015-16		Quantity		Complaints			
							2015-16			
							Quantity			
Number of licensing complaints			Info not available		Number substantiated licensing complaints			Info not available		
Incidents			2015-16		Total Number		Per 100 beds		BC Avg / 100 beds	
Disease outbreak or occurrence			0		0.0		0.7		Medication error with adverse event	
Abuse/neglect			0		0.0		1.0		Missing or wandering person	
Fall with injury/Adverse event			7		16.7		11.9		Other injury	
Food or other poisoning			0		0.0		0.1		Aggression between persons in care	

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	52.2%	13.2%
% of residents receiving recreation therapy	1.2%	27.9%
% of residents receiving occupational therapy	49.1%	7.6%
% of residents diagnosed with depression	38.3%	23.9%
% of residents receiving depression medication	62.2%	47.8%
Taken antipsychotics without a diagnosis of psychosis	62.6%	26.9%
Daily physical restraints	0.0%*	9.1%

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	

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/yucalta-lodge-island/>

Facility		Yucalta Lodge	
Health authority	Vancouver Island	Regulation/ Legislation	Community Care & Assisted Living Act
Street address	555 - 2nd Avenue	Accredited (Expiry date)	Yes (Apr 2018)
City/postal code	Campbell River, BC 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 (cost)	Yes (no fee)
Meetings held	Regular Schedule	Personal spending account (comfort fund)	Yes
Food services provided by:	Operator		
Food prepared and cooked on site	Yes		

Funding	
Funded nursing care hours per resident per day	2.68
Funded Allied Health hours per resident per day	0.29
Total 2015/16 funded direct care hours per resident per day	2.98

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	0	Private rooms	100
Publicly funded beds (short- and long-term)	100	Semi-private rooms	0
Total beds	100	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			14 Nov 2016		Reason for licensing inspection			Follow-up	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			2		Number substantiated licensing complaints			0	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			3	3.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			11	11.0	11.9	Other injury	0	0.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	11.4%	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	4.1%	7.6%
% of residents diagnosed with depression	44.5%	23.9%
% of residents receiving depression medication	66.8%	47.8%
Taken antipsychotics without a diagnosis of psychosis	30.0%	26.9%
Daily physical restraints	6.3%	9.1%

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	Drugs not otherwise covered, some transportation costs

Source: Facility

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



See the residential care survey results for this facility –
<https://surveybcseniors.org/carehomerresults/zion-park-manor-fha/>

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

Funding	
Funded nursing care hours per resident per day	2.73
Funded Allied Health hours per resident per day	0.35
Total 2015/16 funded direct care hours per resident per day	3.08

Source: Health Authority

Beds & Rooms			
Beds*	Quantity	Room Configuration**	Quantity
Private beds (not publicly funded)	29	Private rooms	99
Publicly funded beds (short- and long-term)	70	Semi-private rooms	0
Total beds	99	Multi-person rooms	0

Source: * Ministry of Health; ** Facility

Zion Park Manor QUICK FACTS *continued*

Licensing (as of Dec 7, 2016)									
Date of last licensing inspection			14 Sep 2016		Reason for licensing inspection			Routine	
Complaints 2015-16			Quantity		Complaints 2015-16			Quantity	
Number of licensing complaints			0		Number substantiated licensing complaints			0	
Incidents 2015-16			Total Number	Per 100 beds	BC Avg / 100 beds		Total Number	Per 100 beds	BC Avg / 100 beds
Disease outbreak or occurrence			0	0.0	0.7	Medication error with adverse event	0	0.0	0.2
Abuse/neglect			0	0.0	1.0	Missing or wandering person	0	0.0	1.6
Fall with injury/Adverse event			11	11.1	11.9	Other injury	1	1.0	1.6
Food or other poisoning			0	0.0	0.1	Aggression between persons in care	0	0.0	1.5

Source: Health Authority

Care Services & Quality (Oct 1, 2015-Sept 30, 2016)	Facility	BC Avg
% of residents receiving physical therapy	0.0%*	13.2%
% of residents receiving recreation therapy	0.0%*	27.9%
% of residents receiving occupational therapy	0.2%	7.6%
% of residents diagnosed with depression	15.3%	23.9%
% of residents receiving depression medication	48.1%	47.8%
Taken antipsychotics without a diagnosis of psychosis	9.5%	26.9%
Daily physical restraints	3.2%	9.1%

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	Drugs not otherwise covered, some transportation costs

Source: Facility

Link to web page
http://www.fraserhealth.ca/find-us/residential-care-facilities/residential-care---surrey-white-rock/zion-park-manor
http://www.zionparkmanor.com/