

Information received from a Complainant is valued by Island Health’s Community Care Facilities Licensing Program and plays an essential role in maintaining healthy and safe environments within all licensed care facilities.

Under the *Community Care and Assisted Living Act*, Community Care Facilities Licensing is responsible for investigating every concern or allegation brought to our attention.

A Complainant can request to be informed of any substantiated contraventions, and findings/outcome of an investigation, once it has been concluded.

**Definitions:**

- **Allegation:** A report of concerns.
- **Anonymous:** No name or contact information provided.
- **Contravention/Noncompliance:** Legislative requirements were not followed.
- **Compliance:** Adherence to the legislative requirements.
- **Complainant:** A person who has reported a concern to Community Care Facilities Licensing.
- **Substantiated:** Sufficient evidence to determine noncompliance with the legislation, based on a balance of probabilities.
- **Insufficient evidence:** Not enough evidence to determine a contravention occurred, based on a balance of probabilities.
- **Not substantiated:** No evidence or substantial evidence to support that the contravention occurred.
- **Findings:** Outcome/results of an investigation.

**Community Care Facilities Licensing Public Website**

**Purpose:**

- To provide information related to facility compliance with investigations.
  - The information on the website is limited to public complaints that have had substantiated contraventions.
  - The past five years of investigations with substantiated contraventions are available on the website.
- Any complaint investigation that is considered private (self reported by the facility), insufficient evidence, or not substantiated are not included on the website.

**Website Location:** [My Health Department - Island Health](#)

<b>Victoria</b> 201 – 771 Vernon Avenue Victoria, BC V8X 5A7 Ph: 250.519.3401 Fax: 250.519.3402	<b>Nanaimo</b> 29 – 1925 Bowen Road Nanaimo, BC V9S 1H1 Ph: 250.739.5800 Fax: 250.740.2675	<b>Courtenay</b> 355 – 11 <sup>th</sup> Street Courtenay, BC V9N 1S4 Ph: 250.331.8620 Fax: 250.331.8596	<b>Campbell River</b> 200 – 1100 Island Highway Campbell River, BC V9W 8C6 Ph: 250.850.2110 Fax: 250.850.2455
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**Who Receives Information and How Much?**

- **Licensee:**
  - Receives the findings of an investigation after the Community Care Facilities Licensing Program has determined the outcome of the investigation.
- **Complainant:**
  - If requested at the time of the complaint intake, the Complainant will receive the findings of the investigation when the investigation process is completed by Community Care Facilities Licensing Program.

**What Happens If New Information Is Received?**

- **During An Investigation:**
  - If new information, relevant to the investigation is received by the Community Care Facilities Licensing Program during the investigation, the information will be added to the evidence for review.
- **After An Investigation:**
  - If new information relevant to the investigation is received by the Community Care Facilities Licensing Program after the investigation has been completed, the information will be reviewed.
  - Licensing reviews all new information related to any concern and will initiate a new investigation if warranted.

**Requests For Information Under *The Freedom of Information And Protection of Privacy Act*:**

- To access additional information related to an investigation, a Freedom of Information (FOI) Request may be required.
- To receive the Summary Report of Investigation, a Freedom of Information (FOI) request must be made in writing after the complainant has been notified.
- The Island Health Information Stewardship, Access and Privacy Office will process the FOI request and may contact you for additional information if required.

**Please visit the [Island Health's Community Care Facilities Licensing Program](#) website for information on the following:**

- Health and Safety Plans During Investigations
- Corrective Action Plans After Investigations



## HOW TO INTERPRET INVESTIGATION FINDINGS COMMUNITY CARE FACILITIES LICENSING PROGRAM

- Filing a Complaint

For more information, please contact a Community Care Facilities Licensing Office and request to speak to a Licensing Officer.