



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2022-M41

**Name of Residence:** Back on Track – House Six

**Address:** 14669 90 Ave, Surrey

**Legal Name of Registrant (Operator):** Randy (Cole) Izsak

The complaint investigation was concluded on August 17, 2022. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions

- **In compliance:** meets the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.
- **Not in compliance:** no evidence of meeting the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	July 20, 2022	September 22, 2022	In compliance
<b>Requirement:</b> <a href="#">Section 61(2)(a): Service provision generally</a> . A registrant must ensure that assisted living services are provided to a resident in accordance with the resident's personal service plan.			<b>Compliance Action:</b> Registrant submitted evidence of completed personal service plans for current residents.	
<b>Observation:</b> Registrant does not have personal service plans outlining the assisted living service(s) provided to the residents.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant must submit personal services plans for all residents that includes all of the requirements of <a href="#">Schedule D</a> of the Assisted Living Regulation.				
Requirements listed in Schedule D of the Assisted Living Regulation have now been met. No further actions required.				
<b>Actions taken or to be taken by Registry:</b> Requirements listed in Schedule D of the Assisted Living Regulation have now been met.				
No further actions required.				