



[Assisted Living Registry](#)  
Substantiated Complaint Information

Complaint #: C2022-M28

**Name of Residence:** Freedom House 13765 & 13767 105 Ave

**Address:** 13765 & 13767 105 Ave, Surrey

**Legal Name of Registrant (Operator):** James (Jim) Doyle

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	Emergency Preparedness	August 15, 2022	August 18, 2022	In compliance
<b>Requirement:</b> <a href="#">Section 28(2): Opioid overdoses</a>  A registrant must make a plan describing the procedures to be followed to prevent and respond to opioid overdoses by residents.			<b>Compliance Action:</b>  Registrant has submitted an Opioid overdose plan that has been approved by the Assisted Living Registry.  Registrant has provided evidence that: <ul style="list-style-type: none"><li>- The residence is frequently checked for accessible Naloxone kits.</li><li>- Residents are trained on administering Naloxone.</li><li>- Registrant has submitted a policy/procedure stating the weekend curfew now corresponds with the time of evening resident safety checks.</li></ul>	
<b>Observation:</b>  Investigator determined that the Registrant was taking steps to prevent an overdose by having Naloxone kits readily available, residents trained on how to administer Naloxone and respond to an overdose appropriately. However, did not provide evidence that the residence has an Opioid overdose plan in place.  Registrant does not have an Opioid Overdose plan.  Health and safety checks – room checks were not completed at scheduled times.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant is required to submit an opioid overdose plan outlining the procedures to be followed to prevent and respond to opioid overdoses.				
<b>Actions taken or to be taken by Registry:</b> Continued monitoring for ongoing compliance.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of residency	August 15, 2022	August 18, 2022	In compliance
<b>Requirement:</b> <a href="#">Section 29: Admission screening</a>  Before accepting a person as a resident, a registrant must first be satisfied, based on all available information, of all of the following: (a)that the person does not require care; (b)that the person is not prohibited, under section 26.1 [persons not allowed to reside in an assisted living residence] of the Act, from residing in the assisted living residence; (c)that the person may reside in the assisted living residence without jeopardizing the health and safety of that person or of any other resident, given (i)that person's needs and capabilities, and (ii)the assisted living services provided by or through the registrant.  <b>Observation:</b> The Registrant is screening potential residents to ensure they are meet the criteria for assisted living, however, did not provide evidence of the screening process or policy.			<b>Compliance Action:</b>  Registrant submitted an admission screening checklist with approved screening questions.	
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant is required to submit an admission screening policy.				
<b>Actions taken or to be taken by Registry:</b> Continued monitoring for ongoing compliance.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	August 10, 2022	August 18, 2022	In compliance
<b>Requirement:</b> <a href="#">Section 40(1)(a): Monitoring residents</a>  A registrant must monitor the residents' health and safety, taking reasonable steps to avoid undue interference with personal privacy.  <b>Observation:</b>  Records of sign in/out sheets not provided when requested.  No scheduled time for room checks. Does not document when someone is not in at curfew (other than sign-in/out sheet).  Drug screening tests are reported to be completed if suspected of using substances, unless required by court order, however, Registrant did not provide evidence this is happening as he does not make a record of these occurring.			<b>Compliance Action:</b>  August 15, 2022: Residence was observed to be using sign in/out sheets for monitoring residents.  August 15, 2022: Registrant verbally confirmed to reduce the weekend curfew to 11pm to coincide with the health and safety checks scheduled for 11pm.  August 18, 2022: Registrant submitted a policy/procedure plan for resident safety checks and the requirements for using and monitoring of sign in/out sheets.  August 18, 2022: Registrant has submitted a policy/procedure stating the weekend curfew now corresponds with the time of evening resident safety checks.	



**Actions taken or to be taken by Registrant (Operator):**

Registrant is required to provide evidence that the sign in/out sheets are being utilized and monitored to ensure residents are accounted for.

Registrant has been advised that 1am curfew on weekends is not appropriate to protect the health and safety of residents.

Registrant is to provide a plan on what times, by whom and actions to be taken for safety checks.

**Actions taken or to be taken by Registry:** Continued monitoring for ongoing compliance.