



Assisted Living Registry

Substantiated Complaint Information

Complaint #: 2021-M61

Name of Residence: It's Up to You – Site 3A

Address: 13272 113B Avenue, Surrey

Legal Name of Registrant (Operator): Chris Burwash

The complaint investigation was concluded on January 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	Housing	January 17, 2022	June 6, 2022	In compliance
<b>Requirement:</b> <a href="#">Section 17 (3) (a): Physical requirements</a> . A registrant must ensure that the assisted living residence confirms to all enactments relevant to occupancy limits.			<b>Compliance Action:</b> Site inspection completed by Assisted Living Registry staff - confirmed occupancy levels are meeting municipal and provincial requirements. Additional beds have been removed to ensure they remain within occupancy limits.	
<b>Observation:</b> The residence was observed to exceed the occupancy capacity set by the municipality. The operator verbally confirmed housing more persons than permitted by the municipality.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The operator must ensure that all municipal and provincial requirements are being met at all times. The operator is required to take steps to ensure compliance with occupancy limits and to create a plan for how they will document incoming and exiting residents to ensure they remain within their occupancy limit. The operator has physically removed any extra beds from the residence rooms to reflect the occupancy limit that must be adhered too.				
<b>Actions taken or to be taken by Registry:</b> No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	January 17, 2022	September 23, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 23 (1): Additional requirements for Supportive Recovery class</a> . A registrant who operates an assisted living residence of the Supportive Recovery class must not employ a person unless the person has completed a course, or a combination of courses, of at least 20 hours duration in one or more of the following subjects – counselling, crisis intervention and conflict resolution, psychosocial intervention for substance use disorders, or trauma-informed practice.			<b>Compliance Action:</b> Registrant has provided a plan and documentation that staff meet hiring requirements.	
<b>Observation:</b> The operator did not provide evidence that training requirements were met prior to hiring a staff.				



**Actions taken or to be taken by Registrant (Operator):** The operator must provide a plan demonstrating how and when staff will obtain the required training. In addition, a plan that addresses how the delivery of services will comply the regulations and be delivered by qualified staff must be developed. The operator must submit evidence of the staff member's training, once completed.

**Actions taken or to be taken by Registry:** No further action.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of residency	January 17, 2022	September 23, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 31(1): Residency Agreement</a> . A registrant may accept a person as a resident by making a written residency agreement with the person that includes all of the applicable content set out in Schedule C, (6) (c) of the Assisted Living Regulation, including: the types of medications, if any, that are not permitted on the premises.			<b>Compliance Action:</b> Registrant has provided an updated residency agreement as required.	
<b>Observation:</b> The residency agreement does not describe what, if any, medication restrictions are in place at the residence.  A resident was accepted into the residence without being informed about any medication restrictions and was also denied access to prescribed medications.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The operator must submit a revised residency agreement to the Assisted Living Registry that includes the types of medications, if any, that are not permitted in the residence.				
<b>Actions taken or to be taken by Registry:</b> No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	January 17, 2022	September 23, 2023	In compliance
Requirement: <a href="#">Section 37: Medication Policy</a> . A registrant who operates an assisted living residence of the Supportive Recovery class must make a policy describing the types of medications that are accommodated on the premises, and the medications, if any, that are not permitted on the premises.			<b>Compliance Action:</b> Registrant has provided an updated medication policy as required.	
<b>Observation</b> The operator does not currently have a policy describing medications that are accommodated and medications, if any, that are not permitted at the residence.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The operator is to develop and submit to the Assisted Living Registry a policy outlining medications that will be allowed at the residence as well as those that are not permitted. The operator is to provide a plan about how this policy will be incorporated with the screening and acceptance of new residents.				
<b>Actions taken or to be taken by Registry:</b> No further action.				