

Substantiated Complaint Information

Name of Residence: Back on Track – Robin’s Nest

Address: 4456 – 184th Street, Surrey

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

The complaint investigation was concluded on November 1, 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	November 1, 2022	May 31, 2023	In compliance
Requirement: Section 16 (1): Restrictions on housing . A registrant must not have more units, or house more residents, than is permitted under the registrant's registration.			Compliance Action: Registrant has reduced occupancy to meet municipal business license requirements.	
Observation: Residence was observed to have 12 residents when only permitted to have 10 under the registrant's registration.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide the Assisted Living Registry with an action plan and evidence on how to reduce the resident numbers from 12 to 10, taking into consideration the health and safety of the residents. Registrant to ensure overall capacity of the residence does not exceed business license requirements. No further action required.				
Actions taken or to be taken by Registry: Review documents and evidence once submitted. No further action required.				