



Assisted Living Registry

Complaint #: C2023-S21

Substantiated Complaint Information

Name of Residence: Rodica Senior Home Care House

Address: 2568 Victoria Street, Prince George

Legal Name of Registrant (Operator): Rodica Senior Home Care House

The complaint investigation was concluded on May 2, 2023. 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	Employees	May 2, 2023	May 2, 2025	In compliance
Requirement: Section 21 Employee plan . A registrant must prepare an employee plan that includes a written description of all of the following for each employee position, whether volunteer or staff: (a) the duties and responsibilities of the employee (b) the training, experience, skills and other qualifications the employee must have			Compliance Action: A follow-up site inspection conducted on May 2, 2025, confirmed compliance with all required actions.	
Observation: The registrant was unable to provide an employee plan, or policy for employee and volunteer positions.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to submit an employee plan and policy that describes employee and volunteer positions. The plan and policy must describe the duties and responsibilities for each position as well as the training, experience, and skills required for each position. May 2, 2025 - No further action required, operator has provided necessary documentation				
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	Employees	May 2, 2023	May 2, 2025	In compliance
Requirement: Section 22 (1) (a) (i) Character and skill requirements . A registrant must not employ a person in an assisted living residence unless the registrant or manager has first obtained a criminal record check for the person.			Compliance Action: A follow-up site inspection conducted on May 2, 2025, confirmed compliance with all required actions.	
Observation: The registrant did not complete criminal record checks for all employees and volunteers.				



Actions taken or to be taken by Registrant (Operator): The registrant is required to complete criminal record checks through the Criminal Record Review Program for all employees and volunteers. The registrant must submit documentation demonstrating criminal record checks have been completed and copies are maintained on file at the residence. The registrant must complete criminal record checks for employees before the employee starts working at the residence. May 2, 2025 - No further action required, operator has provided necessary documentation
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	Employees	May 2, 2023		Not in compliance
Requirement: Section 22 (2) (a) Character and skill requirements . A registrant may employ a person without meeting the requirements of subsection 22 (1) (a) (ii) and (iii) and (b) if the registrant or manager has first met with the person and obtained a criminal record check and at least 2 character references for the person.			Compliance Action: A follow-up site inspection conducted on May 2, 2025, confirmed compliance with all required actions.	
Observation: The registrant did not obtain reference checks for volunteers.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to obtain at least 2 reference checks for each current volunteer.				
The registrant must submit documentation demonstrating reference checks have been completed and copies are maintained on file at the residence.				
The registrant must obtain reference checks before the volunteers assist at the residence.				
May 2, 2025 - No further action required, operator has provided necessary documentation				
Actions taken or to be taken by Registry: No further action.				