

Substantiated Complaint Information

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

Address: 4456 – 184 Street, Surrey

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

The complaint investigation was concluded on July 26, 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	July 26, 2023	August 9, 2023	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: Criminal record check completed.	
Observation: Registrant allowed a volunteer to carry out duties and tasks without obtaining a criminal record check.				
Actions taken or to be taken by Registrant (Operator): Registrant must ensure that criminal record checks are obtained before employees or volunteers perform any duties and tasks.				
Actions taken or to be taken by Registry: No further action.				