

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2023-M58

Name of Residence: Freedom House 13767 - 105 Ave

Address: 13767 105 Ave, Surrey

Legal Name of Registrant (Operator): James Doyle

This report is a summary of issues found to be non-complaint with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on March 4, 2024. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- **Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- **Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- **Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- **Compliance Status**
 - **Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
 - **In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date of non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	March 4, 2024	June 28, 2024	In compliance
Requirement: Section 22 (1) (a) (i): Character and skill requirements . Subject to subsections (2) and (3), 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 by Registrant (Operator): Registrant has submitted the criminal record check for the manager.	
Observation: Registrant did not obtain a criminal record check for the manager prior to hire.				
Actions taken or to be taken by Registrant (Operator): Registrant is to provide the Assisted Living Registry with a copy of the criminal record check for the manager.				
No further action required.				



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

FINDINGS				
Act or Regulation	Category	Date of non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	January 26, 2024	February 6, 2024	In compliance
Requirement: Section 23 (1): Additional requirements for Supportive Recovery class . 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: (a) counselling; (b) crisis intervention and conflict resolution; (c) psychosocial intervention for substance use disorders; (d) trauma-informed practice.			Compliance Action by Registrant (Operator): Registrant has submitted documentation that the employee has completed the required 20 hours of training.	
Observation: Evidence provided on January 26, 2024, demonstrated the Registrant employed a person that had not completed the minimum 20 hours of training.				
Actions taken or to be taken by Registrant (Operator): Registrant required to ensure staff obtain the required training hours. No further actions required.				
Actions taken or to be taken by Registry: No further action.				