

[Assisted Living Registry](#)
Compliance Monitoring Inspection Report

Inspection #: 00001670

Name of Residence: Into Action Recovery Acreage

Address: 6705 Satchell Street, Abbotsford

Legal Name of Registrant (Operator): Into Action Recovery Solutions Incorporated

A compliance monitoring inspection was conducted on August 27, 2024. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (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 Act and/or the Regulation.
- Not in compliance:** no evidence of meeting the requirements of the Act and/or the Regulation.

Actions taken or to be taken by Registrant (Operator): Registrant is required to address the items identified below by the assigned compliance due date.

Actions taken or to be taken by Registry: Advised the Registrant of actions required for compliance. Provide education and support. Conduct a follow up inspection.

Compliance due date: October 1, 2024

Date of non-compliance with the Regulation: August 27, 2024	Actions to be taken by the Registrant (Operator):	In compliance date:
Section 30 (1) (c) (e): Start of residency The complaint policy information is not included in the orientation package provided to residents upon entry to the residence.	Submit an updated orientation package which includes the complaint policy information.	September 17, 2024
Section 31: Start of residency Schedule C (1) (a): The residency agreement does not have the correct name and address of the residence.	Submit an updated residency agreement that confirms the registered residence name and address.	September 17, 2024
Section 31: Start of residency Schedule C (1) (b): The residency agreement is missing the name and contact information of the manager.	Submit an updated residency agreement that includes the name and contact information of the manager.	September 17, 2024
Section 31: Start of residency Schedule C (3) (b): The residency agreement lists safekeeping of medication as an assisted living service provided by the registrant. Safekeeping of medication has not been approved by the registry to be provided as an assisted living service.	Submit an updated residency agreement that does not include safekeeping of medication as an assisted living service that is offered at the residence or apply to the Registry to add this service.	September 17, 2024



<u>Section 31: Start of residency</u> <u>Schedule C (3) (c):</u> The residency agreement does not include the general level of training, experience, skills and qualifications of the employees providing assisted living services.	Submit an updated residency agreement that includes the general level of training, experience, skills and qualifications of the employees providing assisted living services.	September 17, 2024
<u>Section 31: Start of residency</u> <u>Schedule C (5) (a):</u> The residency agreement does not include the circumstances in which the residency agreement may be changed.	Submit an updated residency agreement that includes the circumstances in which the residency agreement may be changed.	September 17, 2024
<u>Section 31: Start of residency</u> <u>Schedule C (5) (b):</u> The residency agreement does not include the procedures to be used to change the residency agreement, including giving advance notice of the proposed changes.	Submit an updated residency agreement that includes the procedures to be used to change the residency agreement, including giving advance notice of the proposed changes.	September 17, 2024
<u>Section 31: Start of residency</u> <u>Schedule C (5) (c):</u> The residency agreement does not include the changes, if any, that the registrant may make to the residency agreement without the consent of the resident.	Submit an updated residency agreement including the changes, if any, that the registrant may make to the residency agreement without the consent of the resident.	September 17, 2024
<u>Section 31: Start of residency</u> <u>Schedule C (6) (b) (ii):</u> The residency agreement does not include the restrictions on visitation by and communication with non-residents.	Submit an updated residency agreement that includes the restrictions on visitation by and communication with non-residents.	September 17, 2024
<u>Section 31: Start of residency</u> <u>Schedule C (6) (c):</u> The residency agreement does not include the types of medications, if any, that are not permitted on the premises.	Submit an updated residency agreement that includes the types of medications, if any, that are not permitted on the premises.	September 17, 2024
<u>Section 43 (2): Resident concerns and complaints:</u> Information on how a resident, their contact persons and personal representative can contact the registrar to make a complaint was not posted in the residence.	Post in the residence how a resident, their contact persons and personal representative can contact the registrar to make a complaint.	August 27, 2024
<u>Section 49 (2): Food safety:</u> The registrant is preparing and serving food other than the process presented to the Registrar at the time the application for registration was approved.	Submit confirmation from Fraser Health - Health Protection that food is approved to be prepared at the premise or that prepare food is being provided, as was instructed in the October 2023 Health Protection report.	September 16, 2024