



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2024-SU004

Name of Residence: Inspire Change Wellness, (formally Into Action - House 2)

Address: 6293 Marine Dr, Burnaby

Legal Name of Registrant (Operator): Into Action Recovery Society, Chris Burwash

The complaint investigation was concluded on May 15, 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](#) 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				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Community Care and Assisted Living Act	Assisted Living Residences	August 2, 2024	November 19, 2024	In compliance
Requirement: Section 26 (1): Operating an assisted living residence . A person must not operate an assisted living residence that is not registered under section 25 (1).			Compliance Action: Registrant has requested and been approved by the Registry to update the name of the residence from Into Action House 2 to Inspire Change Wellness. No further action required.	
Observation: Registrant is operating the residence under Into Action Recovery Society and Inspire Change, Health and Wellness Inc. Inspire Change, Health and Wellness Inc. is not a registered assisted living residence with the Assisted Living Registry.				
Actions taken or to be taken by Registrant (Operator): Registrant to ensure all business conducted at and/or on behalf of Into Action – House 2 is conducted in the name of the registered operator, Into Action Recovery Society, including all required documentation and records. Registrant to update all documentation and information required under the Act and the Assisted Living Regulation to reflect the legal name of the registered operator.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Community Care and Assisted Living Act	Assisted Living Residences	August 2, 2024	November 19, 2024	In compliance
Requirement: Section 26 (5): Operating an assisted living residence . A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance Action: Registrant applied to the Registry to update the residence name from Into Action – House 2 to Inspire Change Wellness. Registrant has updated advertisements to reflect the assisted living services the residence has been approved to provide to residents.	
Observation: Registrant is advertising services that the residence is not registered to provide to residents. This resulted in a resident accepting the residency which wasn't				



appropriate for the level of care that they needed or that staff were qualified to provide.	No further action required.
Actions taken or to be taken by Registrant (Operator): Registrant to update all advertisements to reflect the assisted living services the residence has been approved to provide to residents.	
Actions taken or to be taken by Registry: No further action.	

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of residency	August 2, 2024	October 23, 2024	In compliance
Requirement: Section 29: Admission screening : Before accepting a person as a resident, a registrant must first be satisfied, based on all available information, of all of the following: (a) that the person does not require care; (b) that the person is not prohibited, under section 26.1 <i>[persons not allowed to reside in an assisted living residence]</i> of the Act, from residing in the assisted living residence; (c) that the person may reside in the assisted living residence without jeopardizing the health and safety of that person or of any other resident, given (i) that person's needs and capabilities, and (ii) the assisted living services provided by or through the registrant.			Compliance Action: Registrant provided a revised admission screening form and policy that includes an additional screening assessment completed on the day of admission to the residence. No further action required.	
Observation: Admission screening documents for a resident did not contain accurate information to determine if the person required care. No documentation was provided to the Registry demonstrating how the resident was screened for suitability on the day the resident started residency.				
Actions taken or to be taken by Registrant (Operator): Registrant to submit a revised admission screening form and admission screening policy that outlines how a resident is screened for suitability for assisted living on the day they arrive at the residence. Admission screening documents are to be signed by the person completing the screening.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	August 2, 2024	September 17, 2024	In compliance
Requirement: Section 31 (1): Residency agreement : A registrant may accept a person as a resident by making a			Compliance Action: Registrant provided an updated residency	



written residency agreement with the person that includes all of the applicable content set out in Schedule C .	agreement that contains the requirements of Schedule C.
Observation: Residency agreement is missing all of the requirements of Schedule C.	No further action required.
Actions taken or to be taken by Registrant (Operator): Registrant to submit an updated residency agreement that contains the requirements of Schedule C.	
Actions taken or to be taken by Registry: No further action.	