

Name of Residence: Joshua House - Chilliwack

Address: 60550 Chilliwack Lake Rd, Chilliwack

Legal Name of Registrant (Operator): Joshua House Recovery Ministries

This report is a summary of issues found to be non-compliant 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 April 30, 2025. 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 non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Registration	September 16, 2024	December 17, 2024	In compliance
Requirement: Section 9(1)(b): Notice to registrar of changes . A registrant must not make any change to either of the following, unless, at least 30 days before the change, the registrant gives to the registrar written notice of the change of the name of the assisted living residence.			Compliance Action by Registrant (Operator): No further action required.	
Observation: The registrant changed the name of the society without providing 30 days notice to the registrar of the change.				
Actions taken or to be taken by Registrant (Operator): The Registrant provided a notice of change form and proof of name change to the Registrar.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	November 12, 2024	June 10, 2025	In compliance
Requirement: Section 20(b) : Must have sufficient employees. A registrant must ensure that, at all times, there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services to residents in a manner that will not jeopardize the health and safety of residents.			Compliance Action by Registrant (Operator): No further action required.	
Observation: An inadequate number of qualified employees was observed. Residents (Leaders in Training) were observed performing duties designated for staff roles.				
Actions taken or to be taken by Registrant (Operator): The Registrant has provided documentation that ensures only qualified individuals, who meet the requirements of Section 22 & 23 of the Assisted Living Regulation, are responsible for providing assisted living services to residents.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	December 13, 2024	February 13, 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 by Registrant (Operator): No further action required.	
Observation: The employee and volunteer job descriptions provided did not clearly outline the role-specific requirements for employees responsible for delivering hospitality and assisted living services to residents. The job descriptions were lacking one or more of the hiring requirements as outlined in Sections 22 and 23 of the Regulation.				
Actions taken or to be taken by Registrant (Operator): The Registrant provided a description of duties and qualification requirements for all volunteer roles and that included naloxone training as a mandatory requirement in all employee job descriptions.				

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

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	December 13, 2024	June 10, 2025	In compliance
Requirement: Section 22(1): Character and skill requirements. (1) Subject to subsections (2) and (3), a registrant must not employ a person in an assisted living residence unless the registrant or manager: (a) has first obtained: (i) a criminal record check for the person, (ii) a record of the person's work history, (iii) copies of any diplomas, certificates or other evidence of the person's training, experience, skills and other qualifications, and (iv) evidence that the person has complied with the Province's immunization and tuberculosis control programs.			Compliance Action by Registrant (Operator): No further action required.	
Observation: Employee files are incomplete, lacking criminal record checks, character references, proof of training, experience, skills, qualifications, and documentation of compliance with the Province's immunization and tuberculosis control programs.				
Actions taken or to be taken by Registrant (Operator): The Registrant has provided documentation showing that employees have the required hiring documents.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	December 13, 2024	February 13, 2025	In compliance
Requirement: Section 24(1)(a) : Continuing obligations. A registrant must ensure that the performance of each employee is reviewed regularly.			Compliance Action by Registrant (Operator): No further action required.	
Observation: Employee files lack documentation confirming that employee performance is being reviewed on a regular basis.				
Actions taken or to be taken by Registrant (Operator): The Registrant provided documentation demonstrating that the performance of each employee has been reviewed, along with an employee performance review plan that outlined the frequency of future evaluations.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Emergency Preparedness	December 5, 2024	January 5, 2025	In compliance
Requirement: Section 25(1)(c) : Emergency response plan. A registrant must make an emergency response plan that describes the procedures to be followed to evacuate residents in an emergency, including any supports residents require to evacuate or move to a safer location.			Compliance Action by Registrant (Operator): No further actions required.	
Observation: The emergency response plan lacked sufficient detail to effectively guide employees and residents in the event of an evacuation emergency.				
Actions taken or to be taken by Registrant (Operator): The Registrant provided a revised emergency response plan that ensures clarity and provides training to all employees on appropriate procedures to follow during an evacuation.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	December 13, 2024	February 13, 2025	In compliance
Requirement: Section 29(a): Admission screening . Before accepting a person as a resident, a registrant must first be satisfied, based on all available information that the person does not require care.			Compliance Action by Registrant (Operator): No further action required.	
Observation: Residents were not adequately assessed for suitability prior to program admission. Intake was conducted by unqualified employees, and screenings for mental health concerns were not completed.				
Actions taken or to be taken by Registrant (Operator): The Registrant provided an updated employee screening tool that includes assessment for mental health concerns and ensures that only qualified employees are responsible for conducting suitability screenings.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	November 11, 2024	April 11, 2025	In compliance
Requirement: Section 64(1)(a): Managing medication generally . A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to: (a) ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety.			Compliance Action by Registrant (Operator): No further action required.	
Observation: It was observed that a resident was distributing medications. The submitted medication policy lacked sufficient procedural guidance for employees to safely assist with medication management.				
Actions taken or to be taken by Registrant (Operator): The Registrant provided an updated medication policy that included clear, detailed instructions that are tailored specifically to the residence.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Administrative Matters	November 11, 2024	December 12, 2024	In compliance
Requirement: Section 75: Protection of confidentiality. A registrant must not permit an employee to access the records and personal information of a resident except as necessary for the performance of the employee's duties.			Compliance Action by Registrant (Operator): No further action required.	
Observation: Resident files were observed to be improperly stored, compromising resident privacy.				
Actions taken or to be taken by Registrant (Operator): The Registrant has implemented measures to ensure all resident files are securely stored in accordance with privacy and confidentiality requirements.				
Actions taken or to be taken by Registry: No further action.				