

Assisted Living Registry

Compliance Monitoring Inspection Report

Inspection #: 00001664

Name of Residence: Back on Track Recovery - The Fortress Unit 4

Address: 9889 140th St, Surrey

Legal Name of Registrant (Operator): Back on Track Recovery Ltd., Randy (Cole) Izsak

A compliance monitoring inspection was conducted on March 26, 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 non-complaint items identified below by the assigned compliance due date.

Actions taken or to be taken by Registry: Identified areas not in compliance with the Act and Regulation. Advised the Registrant of actions required for compliance. Provide education and support.

Compliance due date: October 15, 2024:

Date of non-compliance with the Regulation: March 26, 2024:	Actions to be taken by the Registrant (Operator):	Compliance date:
Section 31 (1), Schedule C (1) (d): Residency agreement. The residency agreement does not include the purpose for which the contact person may be contacted.	Revise and submit an updated residency agreement that states the purpose for which the contact person may be contacted.	September 3, 2024
Section 31 (1), Schedule C (3) (c): Residency agreement. The residency agreement does not include training, experience, skills and other qualifications of employees providing assisted living services.	Revise and submit the updated residency agreement that includes the training, experience, skills and other qualifications of employees.	September 3, 2024
Section 31 (1), Schedule C (6) (b) (i): Residency agreement. The residency agreement does not include the restrictions on furniture, equipment and personal property allowed.	Revise the residency agreement to include the restrictions on furniture, equipment and personal property allowed.	December 17, 2024
Section 31 (1), Schedule C (6) (b) (ii): Residency agreement. The residency agreement does not include the restrictions for visitation and communication with non-residents, including communication using electronic devices.	Revise and submit an updated residency agreement that includes the restrictions for visitation and communication rules.	December 17, 2024
Section 31 (1), Schedule C (6) (c): Residency agreement. The residency agreement does not include the types of medications not permitted on the premises.	Revise and submit an updated residency agreement that includes the medications that are not permitted on the premises.	December 17, 2024



<u>Section 33 (1) (a), Schedule D (1) (1):</u> Personal Service Plan. The personal service plan does not identify and describe the nature and scope of the hospitality services provided for the resident.	Revise and submit an updated personal service plan that identifies and describes the nature and scope of the hospitality services provided for the resident.	September 3, 2024
<u>Section 33 (1) (b) (ii):</u> Personal Service Plan. The personal service plan does not provide sufficient detail for employees to understand their duties and responsibilities to meet residents' needs.	Revise and submit an updated personal service plan that provides sufficient detail for employees to understand their duties and responsibilities to be able to meet the residents' needs.	September 3, 2024
<u>Section 33 (1) (c):</u> Personal Service Plan. The personal service plan does not take into consideration the cultural, spiritual and personal preferences of the resident.	Revise and submit an updated personal service plan that provides the resident space to include their cultural, spiritual and personal preferences.	September 3, 2024
<u>Section 34 (2):</u> Personal Service Plan. Personal service plans are not being monitored regularly to ensure the plans are achieving their objectives.	Submit completed personal service plans for three residents.	September 3, 2024
<u>Section 35 (1) (a):</u> Personal Service Plan. The personal service plans are not being reviewed monthly or as required.	Submit a policy that outlines the frequency of when personal services plans will be reviewed.	September 3, 2024
<u>Section 36:</u> Rights of residents: The Rights of residents was not posted in the residence.	Display the Rights of Residents in the residence.	September 3, 2024
<u>Section 37 (b):</u> Medication policy: The medication plan does not contain the list of medications not permitted on the premises.	Revise and submit an updated medication plan that contains the list of medications not permitted on the premises.	May 6, 2025