

Assisted Living RegistryInspection SummaryInspection #: 00002762**Name of Residence:** Luke 15 House**Address:** 11861 99th Ave, Surrey**Legal Name of Registrant (Operator):** Luke 15 House Society**Date of Inspection:** December 16, 2025**Purpose of Inspection:** Compliance monitoring inspection

This report is a summary of issues found at the time of inspection that are not compliant with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation). This information is updated as the Registrant corrects these issues and 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 Monitoring Inspection:** A thorough on-site review of the operator's operations and compliance with the requirements of the Act and Regulation.
- **Non - compliance:** The operator does not meet the requirement of the Act and/or the Regulation.

Actions to be taken by Registry: Identified areas of non-compliance with the Act and Regulation, informed the Registrant of the required actions to achieve compliance, and requested copies of operational policies and procedures.

A full inspection was not completed.

Corrections due date: January 26, 2026

Date of non - compliance, December 16, 2025, and the Requirement:	Actions to be taken by the Operator:	Date of Compliance:
<u>Section 19(4): Safety.</u> Observation: A unit was observed to have a shelf blocking the window exit.	The registrant is required to move the shelf to an area in the unit that will not obstruct the window.	December 16, 2025
<u>Section 22(1)(a)(i): Character and skill requirements.</u> Observation: Audit of staff files – determined one staff member does not have a criminal record check on file.	The registrant is required to provide an employee plan for the staff member that outlines how the staff member will be supervised while waiting for the criminal record check.	



<p><u>Section 22(1)(a)(ii): Character and skill requirements.</u></p> <p>Observation: Audit of staff files – determined one staff member file did not contain their work history.</p>	<p>The registrant is required to obtain the employee work history.</p>	
<p><u>Section 22(1)(b)(i): Character and skill requirements.</u></p> <p>Observation: Audit of staff files – determined one staff member did not contain information pertaining to character reference checks being conducted.</p>	<p>The registrant is required to obtain character references for the employee.</p>	
<p><u>Section 31(3)(a): Residency agreement.</u></p> <p>Observation: Staff confirmed that a copy of the residency agreement is not provided to residents.</p>	<p>The registrant is required to provide residents with a copy of the signed residency agreement.</p>	
<p><u>Section 31(3)(b): Residency agreement</u></p> <p>Observation: Written information respecting how to contact the registrar to make a complaint, including the registrar's contact information is missing from the residency agreement.</p>	<p>The registrant is required to revise the residency agreement to include the registrar's contact information.</p>	
<p><u>Section 31(1), Schedule C(1)(b): Residency agreement.</u></p> <p>Observation: The name and contact information for the manager is missing in the residency agreement.</p>	<p>The registrant is required to revise the residency agreement to include the name and contact information of the manager.</p>	
<p><u>Section 31(1), Schedule C(1)(c): Residency agreement.</u></p> <p>Observation: The names and contact information of the resident's contact person and personal representative, if any, is missing from the residency agreement.</p>	<p>The registrant is required to revise the residency agreement to include the contact information of the resident's contact person.</p>	
<p><u>Section 31(1), Schedule C(1)(d): Residency agreement.</u></p> <p>Observation: The purpose for which the registrant may contact the resident's contact person is missing from the residency agreement.</p>	<p>The registrant is required to revise the residency agreement to include the purpose for which the resident's contact person may be contacted.</p>	



<p><u>Section 31(1), Schedule C(2)(b): Residency agreement.</u></p> <p>Observation: The date on which the resident is to start residing in the residence is missing from the residency agreement.</p>	<p>The registrant is required to revise the residency agreement to include the date of residency.</p>	
<p><u>Section 31(1), Schedule C(3)(b): Residency agreement.</u></p> <p>Observation: The residency agreement is missing all of the hospitality and assisted living services provided by the registrant.</p>	<p>The registrant is required to revise the residency agreement to include all hospitality and assisted living services provided by the registrant.</p>	
<p><u>Section 31(1), Schedule C(3)(c): Residency agreement.</u></p> <p>Observation: The residency agreement is missing the general level and type of training, experience, skills and other qualifications of the employees who provide assisted living services.</p>	<p>The registrant is required to revise the residency agreement to include employee training, skills and qualifications.</p>	
<p><u>Section 31(1), Schedule C(3)(f): Residency agreement.</u></p> <p>Observation: The rights of residents is missing from the residency agreement.</p>	<p>The registrant is required to revise the residency agreement to include the rights of residents.</p>	
<p><u>Section 31(1), Schedule C(5)(a): Residency agreement.</u></p> <p>Observation: The circumstances in which the residency agreement may be changed is missing.</p>	<p>The registrant is required to revise the residency agreement to include the circumstances the residency agreement may be changed.</p>	
<p><u>Section 31(1), Schedule C(5)(b): Residency agreement.</u></p> <p>Observation: The procedures to be used to change the residency agreement, including respecting the giving of advance notice of proposed changes is missing.</p>	<p>The registrant is required to revise the residency agreement to include the procedures to be used if changing the agreement, including the notice that will be provided.</p>	
<p><u>Section 31(1), Schedule C(5)(c): Residency agreement.</u></p> <p>Observation: The changes, if any that the registrant may make the residency agreement without the consent of the resident is missing.</p>	<p>The registrant is required to revise the residency agreement to include the reasons a residency agreement may change without consent of the resident.</p>	



<p><u>Section 31(1), Schedule C(6)(c): Residency agreement.</u></p> <p>Observation: The types of medication, if any, that are not permitted on the premises is missing in the residency agreement.</p>	<p>The registrant is required to revise the residency agreement to include the list of medications not permitted on the premises.</p>	
<p><u>Section 69(1): Safekeeping money and property.</u></p> <p>Observation: A resident's file was observed to have held more than \$300.</p>	<p>The registrant is required to provide a safekeeping of money and personal property plan that specifies that no more than \$300 is to be held on behalf of the resident.</p>	