



Name of Residence: Into Action House 1

Address: 13222 87B Avenue, Surrey

Legal Name of Registrant (Operator): Chris Burwash

The complaint investigation was concluded on January 17, 2022. 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				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	January 17, 2022	June 14, 2022	In compliance
<b>Requirement:</b> <a href="#">Section 17(3)(a): Physical requirements</a> . A registrant must ensure that the assisted living residence confirms to all enactments relevant to occupancy limits.			<b>Compliance Action:</b> Site inspection completed by Assisted Living Registry staff - confirmed occupancy levels are meeting municipal and provincial requirements. Additional beds have been removed to ensure they remain within occupancy limits.	
<b>Observation:</b> The residence was observed to exceed the occupancy capacity set by the municipality. The operator verbally confirmed housing more persons than permitted by the municipality.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The operator must ensure that all municipal and provincial requirements are being met at all times. The operator is required to take steps to ensure compliance with occupancy limits and to create a plan for how they will document incoming and exiting residents to ensure they remain within their occupancy limit. The operator has physically removed any extra beds from the residence rooms to reflect the occupancy limit that must be adhered too.				
<b>Actions taken or to be taken by Registry:</b> No further action.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	January 17, 2022	September 23, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 23 (1): Additional requirements for Supportive Recovery class.</a> A registrant who operates an assisted living residence of the Supportive Recovery class must not employ a person unless the person has completed a course, or a combination of courses, of at least 20 hours duration in one or more of the following subjects – counselling, crisis intervention and conflict resolution, psychosocial intervention for substance use disorders, or trauma-informed practice.			<b>Compliance Action:</b> Registrant has provided a plan and documentation that staff meet the hiring requirements.	
<b>Observation:</b> The operator did not provide evidence that training requirements were met prior to hiring a staff.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The operator must provide a plan demonstrating how and when staff will obtain the required training. In addition, a plan that addresses how the delivery of services will comply the regulations and be delivered by qualified staff must be developed. The operator must submit evidence of the staff member's training, once completed.				
<b>Actions taken or to be taken by Registry:</b> No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 2, 2021	December 10, 2021	In compliance
<b>Requirement:</b> <a href="#">Section 43(2): Resident concerns and complaints.</a> A registrant must display in a prominent place in the assisted living evidence how to make a complaint to the registrar.			<b>Compliance Action:</b> Registrant has submitted evidence demonstrating that the Assisted Living Registry’s “How to Make a Complaint” poster is now posted in the residence.	
<b>Observation:</b> During a site inspection on November 2, 2021, it was observed that no information was available to residents on how to submit a complaint to the Assisted Living Registry.				
<b>Actions taken or to be taken by Registrant (Operator):</b> The operator must continue to post in a prominent place in the residence information for residents on how to submit a complaint to the Assisted Living Registry.				
<b>Actions taken or to be taken by Registry:</b> No further action.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	January 17, 2022	September 23, 2023	In compliance
<p>Requirement: <a href="#">Section 46: Unplanned end of residency.</a> If a resident's residency ends unexpectedly, whether because the resident abandons the assisted living residence or is required to leave under the terms of the resident's residency agreement, a registrant must do all the following, as applicable:</p> <p>(a) notify the person's contact person and, if the person is the beneficiary of a funding program, a representative of the funding program</p> <p>(b) unless it would not be reasonably practicable to do so, provide to the person</p> <p style="padding-left: 40px;">(i) information respecting access to housing supports, professional health services and social services, and</p> <p style="padding-left: 40px;">(ii) a personal naloxone kit if the person is at risk of experiencing an opioid overdose</p> <p>(c) make a record of the event and of the actions taken under paragraphs (a) and (b).</p>			<p><b>Compliance Action:</b> Registrant has created and provided discharge summary sheets for residents that have left the program.</p>	
<p><b>Observation</b> The Registrant was unable to provide documentary evidence of progress notes or of a discharge summary for resident exits. In addition, the registrant did not follow their Unplanned Exit Policy.</p>				
<p><b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant is to provide to the Assisted Living registry a copy of all discharge summaries for a period of one month.</p>				
<p><b>Actions taken or to be taken by Registry:</b> No further action.</p>				