



Assisted Living Registry

Complaint #: C2022-M29

Substantiated Complaint Information

Name of Residence: It's Up to You – Site 3B

Address: 13272 113B Ave, Surrey

Legal Name of Registrant (Operator): It's Up to You Recovery House Society

The complaint investigation was concluded on August 2, 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	June 6, 2022	September 15, 2022	In compliance
Requirement: Section 16 (1): Restrictions on housing A registrant must not have more units, or house more residents, than is permitted under the registrant's registration.		Compliance Action: Follow up site inspection observed the basement family room area was not longer set up as a temporary bedroom.		
Observation: The basement family room area was observed to have 4 beds, with curtains separating them to create temporary bedrooms.				
Actions taken or to be taken by Registrant (Operator): The Registrant must maintain compliance with their assisted living registration and not house more residents than allowed.				
Actions taken or to be taken by Registry: Conduct a follow up inspection.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	June 6, 2022	September 15, 2022	In compliance
Requirement: Section 17(1): Physical Requirements A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.		Compliance Action: Follow up site inspection found repairs had been made to the fence, the broken pane of glass and spoiled food had been removed.		
Observation: Fence panels on property were missing and falling over. A large broken pane of glass was propped up on a fence and spoiled food was stored on the balcony.				
Actions taken or to be taken by Registrant (Operator): Make repairs to the fence. Remove the broken glass and spoiled food.				
Actions taken or to be taken by Registry: Conduct a follow up inspection.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	June 6, 2022	February 28, 2023	In compliance
<p>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:</p> <p>(a) that the person does not require care</p> <p>(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</p> <p>(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</p> <p style="padding-left: 40px;">(i) that person's needs and capabilities, and</p> <p style="padding-left: 40px;">(ii) the assisted living services provided by or through the registrant.</p>		<p>Compliance Action: Admission screening and staff admission guidance policy received.</p>		
<p>Observation: Information provided did not demonstrate that admission screening was completed.</p>				
<p>Actions taken or to be taken by Registrant (Operator): The Registrant must submit a policy that includes details of how admission screening is completed and documented.</p> <p>No further actions required.</p>				
<p>Actions taken or to be taken by Registry: Conduct a follow up inspection.</p>				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Community Care and Assisted Living Act	Assisted Living Residences	June 6, 2022	February 28, 2023	In compliance
<p>Requirement: Section 26.1(1): Persons not allowed to reside in an assisted living residence. A registrant of an assisted living residence must not allow a person to reside in the residence if the person</p> <p>(a) is unable to make, on their own behalf, decisions that are necessary to live safely</p> <p>(b) cannot recognize an emergency, take steps to protect themselves in an emergency or follow directions in an emergency</p> <p>(c) behaves in a manner that jeopardizes the health or safety of others, or</p> <p>(d) requires, on a regular basis, unscheduled professional health services</p>		<p>Compliance Action: Staff assessment and screening policy for new residents received.</p>		
<p>Observation: The living room areas was observed to have 4 beds, with residents sleeping in each bed and curtains separating the beds to create temporary bedrooms.</p>				



Information provided by house monitor revealed the 4 individuals were going through withdrawal.

Actions taken or to be taken by Registrant (Operator): The Registrant must submit a policy detailing the steps and processes that will be actioned should a resident be determined not suitable to live at the residence.

The registrant must not admit people to the residence for the purposes of detoxing or assisting with managing withdrawal symptoms.

No further action required.

Actions taken or to be taken by Registry: Conduct a follow up inspection.