



Assisted Living Registry

Complaint #: C2020-S75

Substantiated Complaint Information

Name of Residence: Nicola Meadows Assisted Living

Address: 2670 Garcia Street, Merritt

Legal Name of Registrant (Operator):

The complaint investigation was concluded on November 24, 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.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Housing, November 24, 2022, March 24, 2023, In Compliance. Row 2: Requirement: Section 17(1) (a) 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: The operator provided to the Registry, a plan on how the ongoing issue will be addressed, including a preventative maintenance pest policy. Observation: The registrant was unable to provide building maintenance policies and procedures that address pest and bug control measures. Documentation shows that pest control inspections have been completed monthly, and that recommendations have been implemented. The registrant was unable to provide documentation to demonstrate inspections have been conducted and followed through for pest control. The registrant has an on-going pest problem that is continuously being addressed, but the actions being taken have no prevented the re-occurrence. Actions taken or to be taken by Registrant (Operator): Ensure adherence to the preventative maintenance pest policy and pest control recommendations are followed. No further action required. Actions taken or to be taken by Registry: Registry to conduct follow up site inspection.