



Assisted Living Registry

Complaint #: C2022-M80

Substantiated Complaint Information

Name of Residence: Reaching Out – 65th Ave

Address: 668 East 65th Ave Vancouver BC

Legal Name of Registrant (Operator): Changing Addictive Attitudes Recovery Society of BC

The complaint investigation was concluded on March 16, 2023. 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	Resident Health and Safety	March 16, 2023	April 8, 2023	In compliance
Requirement: Section 49 (2) Food safety : A registrant must ensure that food and fluids provided by the registrant to residents are prepared, stored, served, and handled safely.			Compliance Action: The registrant provided a food safety policy and procedure indicating how expired food will be monitored and disposed of.	
Observation: The residence had expired food on site. However, there was no evidence that expired food was served to residents.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to provide a food safety policy and procedure to indicate how expired food will be monitored and disposed of. No further action required.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	March 16, 2023	April 8, 2023	In compliance
Requirement: Section 49 (3) Food safety : A registrant must ensure that at least one employee who holds a current FOODSAFE certificate is present at the assisted living residence while food is prepared, served, and handled.			Compliance Action: The registrant submitted a valid FOODSAFE certificate for the Site Manager. The registrant submitted a policy and procedure to monitor the expiry of staff FOODSAFE certificates.	
Observation: Site Manager did not have a valid FOODSAFE certificate.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to incorporate a policy and procedure to monitor and ensure staff have valid FOODSAFE certificates. No further actions required.				
Actions taken or to be taken by Registry: No further action.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	March 16, 2023	April 8, 2023	In compliance
Requirement: Section 56 (1) (a) Providing meals: A registrant must ensure that all meals, fluids, and snacks provided to residents are consistent with the menu plan.			Compliance Action: The registrant submitted a menu plan.	
Observation: The registrant did not have a menu plan.				
Actions taken or to be taken by Registrant (Operator): The registrant must submit a copy of the menu plan to the Registry. No further actions required.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	March 16, 2023	April 8, 2023	In compliance
Requirement: Section 56 (1) (b) Providing meals: A registrant must ensure that all meals, fluids, and snacks provided to residents are palatable and safe for residents, taking into consideration residents' needs and capabilities.			Compliance Action: The registrant has provided a policy and procedure to ensure that appropriate plating and cutlery is provided.	
Observation: The residence is serving food on styrofoam plates with plastic cutlery.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to serve food with appropriate plating and cutlery.				
No further actions required.				
Actions taken or to be taken by Registry: No further action.				

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Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	March 16, 2023	April 8, 2023	In compliance
Requirement: Section 56 (3) Providing meals: A registrant must post or otherwise provide to residents the daily menu and meal times.			Compliance Action: The registrant has displayed a daily menu plan for residents.	
Observation: The registrant did not display or provide to resident a daily menu.				
Actions taken or to be taken by Registrant (Operator): The registrant must display or provide a daily menu for residents. No further actions required.				
Actions taken or to be taken by Registry: No further action.				