

Substantiated Complaint Information

Name of Residence: Miller House

Address: 20581 A Maple Crescent

Legal Name of Registrant (Operator): InnerVisions Recovery Society

The complaint investigation was concluded on May 19, 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	Employees	May 19, 2023	May 31, 2023	In Compliance
Requirement: Section 22(1) (a) (i): Character and skill requirements . A registrant must not employ a person in an assisted living residence unless the registrant or manager has first obtained a criminal record check for the person.			Compliance Action: Evidence was provided by the Registrant that criminal record checks have been submitted for the employees.	
Observation: The Registrant did not have completed criminal record checks for 3 of 8 employees.				
Actions taken or to be taken by Registrant (Operator): The Registrant must submit to the Criminal Records Review Program criminal record checks for the three employees and provide the Registry with evidence of the criminal record checks being completed. The Registrant must ensure that criminal record checks are completed before employees begin work. No further action required.				
Actions taken or to be taken by Registry: No further action.				