



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-M38

Name of Residence: Pathway to Freedom – 9034 Prince Charles

Address: 9034 Prince Charles Blvd, Surrey

Legal Name of Registrant (Operator): Pathway to Freedom Recovery Society

The complaint investigation was concluded on October 17, 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	Housing	September 20, 2023	October 6, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 17 (1) (a): Physical requirements.</a> A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.			<b>Compliance Action:</b> Registrant has removed the mold, repainted and replaced the ceiling fan in the bathroom.	
<b>Observation:</b> Bathroom was observed to have evidence of mold that the registrant had not addressed.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant is required to remove the mold from the bathroom and ensure adequate ventilation to prevent the issue from arising again.				
<b>Actions taken or to be taken by Registry:</b> No further action required.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	October 11, 2023	July 18, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 22 (1): Character and skill requirements.</a> A registrant must not employ a person in an assisted living residence unless the registrant or manager <ul style="list-style-type: none"><li>(a) has first obtained<ul style="list-style-type: none"><li>(i) a criminal record check for the person,</li><li>(ii) a record of the person's work history,</li><li>(iii) copies of any diplomas, certificates or other evidence of the person's training, experience, skills and other qualifications, and</li><li>(iv) evidence that the person has complied with the Province's immunization and tuberculosis control programs, and</li></ul></li><li>(b) is satisfied that the person<ul style="list-style-type: none"><li>(i) is of good character,</li></ul></li></ul>		<b>Compliance Action:</b> As of October 23, 2023, the Registrant has provided job descriptions that include the hiring requirements for all employee roles.  Employee credentials provided.  No further action required.		



<p>(ii) has the personality, ability and temperament necessary to provide services to residents, and</p> <p>(iii) has the training, experience and other qualifications, and demonstrates the skills, necessary to carry out assigned duties and responsibilities.</p>	
<b>Observation:</b> Registrant did not provide the required hiring documents for current employees.	
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant has obtained and provided to the Registry all the hiring requirements for the current employees.	
<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	October 11, 2023	July 18, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 23: Additional requirements for Supportive Recovery class.</a>  (1) 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:  (a) counselling; (b) crisis intervention and conflict resolution; (c) psychosocial intervention for substance use disorders; (d) trauma-informed practice.  (2) Despite subsection (1), a registrant may employ a person who does not meet the requirements of that subsection  (a) if the person will be a volunteer to whom section 22 (2) applies, or  (b) if all of the following conditions are met: (i) the person is employed for a period of no more than 3 months; (ii) the registrant ensures that a written plan is made describing how the person will complete, within the 3 month period, the course requirements referred to in that subsection; (iii) the person is not re-employed by the registrant unless the person has completed the course requirements in accordance with the plan referred to in subparagraph (ii).			<b>Compliance Action:</b> The Registrant has provided the qualifications showing that the current employees have the minimum of 20 hours required training.  No further action required.	
<b>Observation:</b> Registrant did not provide documentation to show the current employees have the minimum 20 hours of required training.				



**Actions taken or to be taken by Registrant (Operator):** Registrant has provided documentation that each employee has completed the minimum of 20 hours related training.

**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	Residents	October 11, 2023	October 26, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 43 (1): Resident concerns and complaints</a> . A registrant must make a policy describing all of the following:  (a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to (i) the operation of the assisted living residence, (ii) the provision of hospitality services and assisted living services, or (iii) the implementation of their residency agreements;  (b) how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			<b>Compliance Action:</b> Registrant submitted a complaint policy that includes the contact information for the Registry and provides information on how concerns will be addressed in a fair, timely and effective manner.  No further action required.	
<b>Observation:</b> Complaint policy submitted did not meet the requirements of the Registry.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant to update the complaint policy to have the correct contact information for the Registry and to provide how concerns will be addressed and resolved in a fair, timely and effective manner.				
<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	September 20, 2023	October 11, 2023	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 residence the information described in section 31 (3) (b) <i>[residency agreement]</i> respecting complaints to the registrar.			<b>Compliance Action:</b> Registrant has posted the Assisted Living Registry complaint poster in the residence.	
<b>Observation:</b> Residence was observed to not have information posted for residents on how they can contact the Assisted Living Registry to make a complaint.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant is required to post in a prominent place, how residents can contact the Assisted Living Registry to make a complaint.				
<b>Actions taken or to be taken by Registry:</b> No further action required.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	September 20, 2023	December 14, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 55 (2): Menu plan</a> . A registrant must ensure that a menu plan is developed that <ul style="list-style-type: none"><li>(a) describes the meals, fluids and snacks for each day over at least a 4 week cycle,</li><li>(b) is consistent with the recommendations set out in Canada's Food Guide, and</li><li>(c) provides for a variety of foods and fluids, taking into consideration the nutritional needs and cultural, spiritual and personal preferences of residents.</li></ul>			<b>Compliance Action:</b> Registrant has submitted a 4-week menu plan and confirmation that the menu plan has been reviewed and approved by a registered dietitian.  No further action required.	
<b>Observation:</b> Registrant did not provide the Registry with a 4-week menu plan.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant is required to provide the Registry with a 4-week menu plan as described in Section 55 (2). To come into compliance the registrant is required to show evidence that they are in also in compliance with <a href="#">Section 55 (3) &amp; (4)</a> of the Assisted Living Regulation by having the menu plan reviewed and approved by a dietician and by submitting a food plan on how items on the menu will be substituted. The plan is to include how residents will be informed of the substitution.				
<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	Providing Hospitality Services	September 20, 2023	October 16, 2023	In compliance
<b>Requirement:</b> <a href="#">Section 56 (3): Providing meals</a> . A registrant must post or otherwise provide to residents the daily menu and meal times.			<b>Compliance Action:</b> Registrant has posted the menu plan in the residence.	
<b>Observation:</b> Residence was observed to not have a menu plan posted or otherwise provided to residents.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant to provide the Registry information on how the menu plan is to be posted or otherwise provided to residents.				
<b>Actions taken or to be taken by Registry:</b> No further action.				