

Substantiated Complaint Information

Name of Residence: Pathway to Freedom (9034)

Address: 9034 Prince Charles Avenue, Surrey

Legal Name of Registrant (Operator): Robert Jones

The complaint investigation was concluded on January 3, 2024. 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
Community Care and Assisted Living Act	Definitions	January 3, 2024	January 26, 2024	In compliance
Requirement: Section 1: Definitions. “adult” means a person 19 years of age or older. "assisted living residence" means a premises or part of a premises, other than a community care facility, in which housing, hospitality services and assisted living services are provided by or through the operator to 3 or more adults.			Compliance Action: Registrant has submitted an updated admission screening document that includes screening a potential resident to ensure they meet the criteria as an adult.	
Observation: Registrant accepted a resident under 19 years of age.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to submit an updated admission screening document that is to include how potential residents will be screened to ensure the person is 19 years or older when the residency starts. No further actions.				
Actions taken or to be taken by Registry: No further action required.				