

**Assisted Living Registry****Substantiated Complaint Information**

Complaint #: C2023-M46

Name of Residence: New Vision Sullivan House**Address:** 14325 72nd Ave, Surrey**Legal Name of Registrant (Operator):** Justin Thomas

The complaint investigation was concluded on January 15, 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
Assisted Living Regulation	Registration	January 15, 2024	March 24, 2023	In compliance
Requirement: Section 9(2): Notice of changes to the registrar . A registrant must not make any change to the manager of the assisted living residence (a) unless, at least 30 days before the change, the registrant gives to the registrar (i) written notice of the change, and (ii) the information respecting the manager that an applicant must provide under section 3 of Schedule A , and (b) unless the registrar first approves the change in writing.			Compliance Action: Registrant submitted a policy regarding outlining the requirements when hiring a manager that includes notifying the Registrar of the change.	
Observation: Registrant has employed a manager without notifying and providing the registrar with the requirements under section 3 of Schedule A.				
Actions taken or to be taken by Registrant (Operator): Registrant must update all relevant employee policies to include the requirement of notifying the registrar of the change as well as the requirement of obtaining all documents under section 3 of Schedule A prior to allowing a new manager to work with residents in assisted living.				



March 26, 2024: No further action required.

Actions taken or to be taken by Registry: No further action required.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	January 15, 2024	March 24, 2024	In compliance
Requirement: Section 22(1): Character and skill requirements . Subject to subsections (2) and (3), a registrant must not employ a person in an assisted living residence unless the registrant or manager <ul style="list-style-type: none">(a) has first obtained:<ul style="list-style-type: none">(i) a criminal record check for the person,(ii) a record of the person's work history,(iii) copies of any diplomas, certificates or other evidence of the person's training, experience, skills and other qualifications, and(iv) evidence that the person has complied with the Province's immunization and tuberculosis control programs, and(b) is satisfied that the person<ul style="list-style-type: none">(i) is of good character,(ii) has the personality, ability and temperament necessary to provide services to residents, and(iii) has the training, experience and other qualifications, and demonstrates the skills, necessary to carry out assigned duties and responsibilities.			Compliance Action: Registrant submitted an updated employee policy that outlined the requirements required prior to hire.	
Observation: Registrant employed a person without obtaining the required a record of the person’s work history, copies of the person’s training and experience.				
Actions taken or to be taken by Registrant (Operator): Registrant to update all relevant employee policies to include obtaining the required hiring documentation prior to an employee working with residents in assisted living. Requirement to be submitted to the Registry by March 21, 2024. March 26, 2024: No further requirements.				



Actions taken or to be taken by Registry: No further requirements.