

Name of Residence: Night and Day Recovery (9652 Salal Place)

Address: 9652 Salal Place, Surrey

Legal Name of Registrant (Operator): Amandep (Anna) Kaur Rai

The complaint investigation was concluded on February 20, 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	Employees	February 23, 2024	March 14, 2024	In compliance
Requirement: Section 20: Must have sufficient employees. A registrant must ensure that, at all times, there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services to residents <ul style="list-style-type: none">(a) in accordance with the registrant's registration, and(b) in a manner that will not jeopardize the health and safety of residents.			Compliance Action: The Registrant has submitted a staffing schedule and plan that was reviewed and approved by the Assisted Living Registry.	
Observation: Residence was observed to be operating without adequate employees.				
Actions taken or to be taken by Registrant (Operator): The Registrant is required to submit a staffing schedule that outlines when qualified staff are to be on-site. The schedule is to include a schedule for on-call staff who will respond to the residence if no staff member is on-site. March 14, 2024: No further actions required.				
Actions taken or to be taken by Registry: No further actions required.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	February 23, 2024	March 14, 2024	In compliance
Requirement: Section 21: Employee plan. A registrant must prepare an employee plan that includes a written description of all of the following for each employee position, whether volunteer or staff: <ul style="list-style-type: none">(a) the duties and responsibilities of the employee;			Compliance Action: Registrant has submitted an updated employee plan that outlines the employee position and duties as well as a document outlining the responsibilities for a resident house monitor when no	



(b) the training, experience, skills and other qualifications the employee must have.	employee is on-site.
Observation: The residence was observed to have residents monitoring the health and safety of other residents. The assisted living services were not provided by employees.	
Actions taken or to be taken by Registrant (Operator): The Registrant must submit an employee plan that outlines a written description of each employee position and duties for each position. The Registrant must submit a document outlining the responsibilities of a resident house monitor when there are no employees on-site.	
March 14, 2024: no further actions required.	
Actions taken or to be taken by Registry: No further actions required.	

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing assisted living services	February 23, 2024	March 14, 2024	In compliance
Requirement: Section 61 (2) (b): Service provision generally . A registrant must ensure that assisted living services are provided <ul style="list-style-type: none">(a) to a resident in accordance with the resident's personal service plan, and(b) by individuals who have the necessary training, experience, skills and other qualifications to provide the service.			Compliance Action: The Registrant has submitted a plan outlining how trained and qualified persons will provide assisted living services for the residents.	
Observation: Residents were observed to be providing assisted living services for other residents.				
Actions taken or to be taken by Registrant (Operator): Registrant must submit a plan outlining how assisted living services will be provided to residents and demonstrating that the persons providing the services have the training, experience, skills to provide those services. March 14, 2024: No further actions required.				
Actions taken or to be taken by Registry: No further actions required.				