

Assisted Living Registry

Complaint #: C2024-S02

Substantiated Complaint Information

Name of Residence: PICS Assisted Living

Address: 12075-75A Avenue, Surrey, BC

Legal Name of Registrant (Operator): Progressive Intercultural Community Services Society

The complaint investigation was concluded on August 30, 2024. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living 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	Residents	August 30, 2024		Not in compliance
Requirement: Section 42 (1): Resident satisfaction. At least annually, a registrant who operates an assisted living residence of the Mental Health or Seniors and Persons with Disabilities class must survey all residents to determine resident satisfaction with (a) the operation of the assisted living residence, and (b) the provision of hospitality services and assisted living services.			Compliance Action: Required actions yet to be completed by Registrant.	
Observation: Resident surveys were not dated and were insufficient in quantity.				
Actions taken or to be taken by Registrant (Operator): Submit, to the Assisted Living Registry by October 15, 2024, a plan demonstrating how resident satisfaction surveys will be implemented to encourage participation from residents and families. The plan must include a schedule of when surveys will be conducted and a revised survey form which indicates the completion date.				
Actions taken or to be taken by Registry: Review documentation once submitted.				