



Assisted Living Registry

Substantiated Complaint Information

Complaint #: 00001049

Name of Residence: John Volken Academy Main

Address: 6833 King George Blvd, Surrey

Legal Name of Registrant (Operator): John Volken

The complaint investigation was concluded on April 18, 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	June 26, 2024		Not in compliance
Requirement: Section 9 (2): Notice to registrar of changes . 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: Corrective action not yet completed by the Registrant.	
Observation: Registrant did not provide notice to the registrar of the change to the manager.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide a policy that outlines the requirements of notifying the registrar when there is a change in managers. Registrant to provide a completed Notice of Changes to Registrar form to the Registry reporting change in manager. To be provided to the Registry by December 9, 2024.				
Actions taken or to be taken by Registry: Review once provided.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	June 26, 2024		Not in compliance
Requirement: Section 22 (1): Character and skill requirements . A registrant must not employ a person in				



an assisted living residence unless the registrant or manager (a) has first obtained (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 (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: Corrective action not yet completed by the Registrant.
Observation: Employees have been hired without the meeting required qualifications.	
Actions taken or to be taken by Registrant (Operator): Registrant must keep adequate records that demonstrate all current employees meet required qualifications prior to hire, including employees and volunteers that have access to residents of the John Volken Academy, Volken Farms and the John Volken Academy Movers. Registrant to provide updated employee job descriptions and employee qualifications for all employees. To be provided to the Registry by December 9, 2024.	
Actions taken or to be taken by Registry: Review documentation once provided.	

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	June 26, 2024		Not in compliance
Requirement: Section 43 (3) (b): Resident concerns and complaints . If a concern is brought or a complaint is made to the registrant, the registrant must make a record of the concern or complaint and the actions taken under paragraph (a).			Compliance Action: Corrective action not yet completed by the Registrant.	
Observation: The registrant failed to provide a record of a complaint and the actions taken to address the complaint.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide to the Registry evidence that complaints and the steps taken to resolve the complaints are being documented.				



To be submitted to the Registry by December 9, 2024.

Actions taken or to be taken by Registry: Review documentation once provided.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	June 26, 2024		Not in compliance
Requirement: Section 43 (4) (a): Resident concerns and complaints . A registrant must ensure that a resident is not subject to either of the following: (a) interference or obstruction, including by intimidation, if the resident wishes or attempts to contact the registrar to make a complaint.			Compliance Action: Corrective action not yet completed by the Registrant.	
Observation: The Registry received a report that a resident who contacted the Registry to make a complaint experienced retaliation. Residents are instructed to follow the internal complaint process before contacting the registry.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide evidence that staff have been trained on the Assisted Living Registry complaint requirements and that residents are aware of and have the means to contact the Registry without retaliation. To be provided to the Registry by December 9, 2024.				
Actions taken or to be taken by Registry: Review documentation once provided.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Operating an Assisted Living Residence	June 26, 2024		Not in compliance
Requirement: Section 50: Duties respecting abuse and neglect . A registrant must ensure that a resident is not, in the course of receiving hospitality services or assisted living services, subjected to any type of abuse or neglect described in Schedule E. "emotional abuse" means any act, or lack of action, that may diminish the sense of dignity of a resident, perpetrated by a person who is not a resident, such as verbal harassment, yelling or confinement.			Compliance Action: Corrective action not yet completed by the Registrant.	
Observation: Registrant found to have made inappropriate comments to a resident that diminishes the resident’s dignity.				
Actions taken or to be taken by Registrant (Operator): Comply with the current condition on registration not allowing new residents for admission - in effect July 28, 2023.				



Provide documentary evidence of training for and commitment from all John Volken Academy employees and volunteers to behave in a manner that does not diminish the sense of dignity residents, including consequences for verbal harassment.

Actions taken or to be taken by Registry: Continue to monitor residence for compliance.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	June 26, 2024		Not in compliance
Requirement: Section 61 (1): Service provision generally . A registrant must ensure that assisted living services are provided to residents in a manner that (a) promotes resident independence, and (b) does not jeopardize the health or safety of residents.			Compliance Action: Corrective action not yet completed by the Registrant.	
Observation: Residents are not provided adequate information prior to residency on the requirement to work at Academy Farms and John Volken Academy Mover’s as a condition of their residency.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to provide accurate information to the resident prior to entry regarding the requirements as part of residency including hours required to work, place of work assignment, information regarding choice of workplace, and information relating to injury protection. To be submitted to the Registry by December 9, 2024.				
Actions taken or to be taken by Registry: Review documentation once provided.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	June 26, 2024		Not in compliance
Requirement: Section 61 (2) (b): Service provision generally . A registrant must ensure that assisted living services are provided (b) by individuals who have the necessary training, experience, skills and other qualifications to provide the service.		Compliance Action: Corrective action not yet completed by the Registrant.		
Observation: Employee responsible for overseeing residents, who are completing work hours as part of their life skills program at the Academy Farm, does not have adequate experience, skills or qualifications to be responsible for monitoring the health and safety of residents.				



Actions taken or to be taken by Registrant (Operator): Registrant must provide qualifications for all individuals delivering training and oversight for residents working at the Academy Farm and John Volken Academy Movers.

To be provided to the Registry by December 9, 2024.

Actions taken or to be taken by Registry: Review qualifications once provided.