

Name of Residence: The Crossing Point - Women

Address: 3527 Lakeshore Rd, Kelowna

Legal Name of Registrant (Operator): Valiant Recovery Inc.

The complaint investigation was concluded on September 27, 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	Assisted Living Residences	September 27, 2024		Not in compliance
Requirement: Section 26 (5): Operating an assisted living residence. A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: A resident was admitted to the residence without a history of problematic substance use. The resident presented with mental health concerns only. The residence is not a registered for the Mental Health class of residence.				
Actions taken or to be taken by Registrant (Operator): Registrant to ensure potential residents are screened for suitability in the class of residence they are registered to operate – Supportive Recovery. Registrant to review, revise, and provide to the Registry an updated admission screening policy that outlines how the Registrant assesses and determines that prospective residents are adequately screened for the Supportive Recovery class of residence. The Registrant may apply to the Registry to support residents of the Mental Health class of residence. Admission screening policy to be provided to the Registry by December 15, 2024.				
Actions taken or to be taken by Registry: Registry to review documentation when it is provided.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	September 27, 2024		Not in compliance
Requirement: Section 22 (1) (a) (i): Character and skill requirements. A registrant must not employ a person in an assisted living residence unless the registrant has first obtained a criminal record check for the person.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: An employee file did not contain a valid criminal record check.				
Actions taken or to be taken by Registrant (Operator): Registrant to ensure that criminal record checks through the Criminal Record Review Program be completed for each employee and volunteer prior to hire. Provide documentation to the Registry that criminal record checks have been submitted to the Criminal Record Review Program for all employees by December 15, 2024.				
Actions taken or to be taken by Registry: Registry to review documentation when it is provided.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	September 27, 2024		Not in compliance
Requirement: Section 31 (1): Residency agreement: A registrant may accept a person as a resident by making a written residency agreement with the person that includes all of the applicable content set out in Schedule C .			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: The residency agreement does not contain all content set out in Schedule C and is not the residency agreement approved by the registrar at the time of application for registration.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide to the registry an updated residency agreement that contains all of the requirements of section 31 (1) as well as the requirements of Schedule C of the Regulation. Provide updated residency agreement to the Registry by December 15, 2024.				
Actions taken or to be taken by Registry: Registry to review documentation when it is provided.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	September 27, 2024		Not in compliance
Requirement: Section 40 (1) (b): Monitoring residents: A registration must advise a resident and, if appropriate, a resident’s contact person if the resident’s health and safety is or may be jeopardized.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: Registrant did not contact a resident’s contact person when the resident’s health and safety was jeopardized.				
Actions taken or to be taken by Registrant (Operator): Registrant to ensure that staff are notifying a resident’s contact person, if appropriate, in the event of an emergency. Registrant is to provide training on notifying a resident’s contact person in the event of an emergency and to make and keep a record of the training, including the date, who provided the training and who attended the training. Evidence of staff training to be provided to the Registry by December 15, 2024.				
Actions taken or to be taken by Registry: Registry to review documentation when it is provided.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	September 27, 2024		Not in compliance
Requirement: Section 45 (2) (b) (i): Planned end of residency: A registrant must ensure that a transition plan describes how any risks to the health and safety of the resident will be minimized before, during and after the move.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: A resident was discharged from the residence without an adequate plan to protect the resident’s health and safety.				
Actions taken or to be taken by Registrant (Operator): Registrant to update the end of residency policy to address how resident medications will be safely returned to the resident on exiting the residence. The policy should include precautions with medications for residents whose care needs exceed the level of support the Registrant can safely provide in the residence, such as for residents who have a history of suicidal ideation and/or history of use of medication(s) in ways that have previously jeopardized their safety. End of residency policy to be provided to the Registry by December 15, 2024.				
Actions taken or to be taken by Registry: Registry to review documentation when it is provided.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	September 27, 2024		Not in compliance
Requirement: Section 51 (2) (b) (i): Reportable incidents: A registrant must submit a reportable incident form within 24 hours of the event for incidents described in Schedule E.			Compliance Action: Required actions yet to be completed by the Registrant.	
Observation: Incidents were not submitted to the Registry within 24 hours of the incident. The Reportable Incident Policy does not include enough information for staff to know what type of incidents are required to be reported to the Registry.				
Actions taken or to be taken by Registrant (Operator): Registrant to provide an updated reportable incident policy that includes the items to be reported in Schedule E . Reportable incident policy to be provided to the Registry by December 15, 2024.				
Actions taken or to be taken by Registry: Registry to review documentation when it is provided.				