

Name of Residence: Pathway to Freedom (9101)

Address: 9101 Prince Charles Blvd, Surrey

Legal Name of Registrant (Operator): Robert Jones

This report is a summary of issues found to be non-compliant with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on August 6, 2024. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- Compliance Status**
 - Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
 - In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Start of residency	November 6, 2024	January 10, 2025	In compliance
Requirement: Section 33 (1) (a): Personal service plan . A registrant must ensure that a personal service plan is developed for a resident that includes all of the applicable content set out in Schedule D .			Compliance Action by Registrant (Operator): The Registrant has provided a personal service plan policy, implemented personal service plans for residents, and provided documentation that employees have been trained on the procedures and requirements. No further action required.	
Observation: A personal service plan for a resident was not completed.				
Actions taken or to be taken by Registrant (Operator): The registrant was required to provide a personal service policy, a minimum of 3 completed resident's personal service plans, and evidence of employee training on personal service plans.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	November 6, 2024	January 10, 2025	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 do both of the following: (a) make reasonable attempts to address the concern or resolve the complaint; (b) make a record of the concern or complaint and the actions taken under paragraph (a).			Compliance Action by Registrant (Operator): The Registrant has provided an updated complaint policy and evidence that employees have been trained on the procedures. No further action required	
Observation: The Registrant did not make a record of the concern or complaint and the actions taken in making a reasonable attempt to resolve a concern raised by a resident.				
Actions taken or to be taken by Registrant (Operator): The Registrant was required to provide an updated complaint policy that provides employees direction and instructions for recording complaints and concerns and the actions taken to resolve the complaint. The Registrant was to provide evidence that employees have been trained on the policy.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	End of residency	November 6, 2024	January 10, 2025	In compliance
Requirement: Section 46 (c) : Unplanned end of residency. If a resident's residency ends unexpectedly, whether because the resident abandons the assisted living residence or is required to leave under the terms of the resident's residency agreement, a registrant must do all the following, as applicable: (a) notify the person's contact person and, if the person is the beneficiary of a funding program, a representative of the funding program; (b) unless it would not be reasonably practicable to do so, provide to the person (i) information respecting access to housing supports, professional health services and social services, and (ii) a personal naloxone kit if the person is at risk of experiencing an opioid overdose; (c) make a record of the event and of the actions taken under paragraphs (a) and (b).			Compliance Action by Registrant (Operator): The Registrant has provided an updated end of residency policy and evidence that employees have been trained on the requirements. No further action required.	
Observation: The Registrant did not document when a resident's residency ended.				
Actions taken or to be taken by Registrant (Operator): The Registrant was to provide a revised end of residency policy that includes the reasons they will end a resident's residency and the				

requirements of recording the event and actions taken. The Registrant was to provide evidence of employee training on the end of residency.

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