

Name of Residence: Reaching Out – 65th Ave

Address: 668 East 65th Ave, Vancouver

Legal Name of Registrant (Operator): Changing Addictive Attitudes Recovery Society of BC

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 January 6, 2025. 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	Employees	January 6, 2025	April 15, 2025	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. "resident" means a person who <ul style="list-style-type: none">(a) receives housing, hospitality services and assisted living services at an assisted living residence described in paragraph (a) of the definition of "assisted living residence" and, if the person resides together with the person's spouse at the residence, includes the person's spouse			Compliance Action by Registrant (Operator): The Registrant has employed a manager. No further action required.	
Observation: An insufficient number of qualified employees. A resident was performing the duties of staff.				
Actions taken or to be taken by Registrant (Operator): The Registrant is to ensure that only qualified individuals, who meet the requirements of Section 22 of the Assisted Living Regulation, are responsible for providing assisted living services to residents. The Registrant provided an employee				

plan that outlined the role responsibilities of staff providing hospitality and assisted living services to residents.

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	Employees	January 6, 2025	April 1, 2025	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 or manager has first obtained a criminal record check for the person.			Compliance Action by Registrant (Operator): The registrant has applied for criminal record checks for all employees. No further action required.	
Observation: Criminal record checks were not obtained for three employees.				
Actions taken or to be taken by Registrant (Operator): The registrant must apply for criminal record checks for all employees by January 10, 2025, and provide confirmation to the Assisted Living Registry. The registrant to ensure that valid criminal record checks are obtained prior to hire.				
Actions taken or to be taken by Registry: No further action.				