

Name of Residence: Pathway to Freedom (9034)

Address: 9034 Prince Charles Blvd, Surrey

Legal Name of Registrant (Operator): Pathway to Freedom Recovery Society - Robert Jones

The complaint investigation was concluded on September 5, 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	Employees	September 5, 2024	July 18, 2025	In compliance
Requirement: Section 22 (1) (a) (i) (iii): 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) copies of any diplomas, certificates or other evidence of the person's training, experience, skills and other qualifications.			Compliance Action: The Registrant has provided the qualifications showing that the current employees meet requirements and has provided the updated job descriptions. No further action required.	
Observation: Registrant employed a person prior to obtaining the required documentation.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to ensure that employees meet the hiring requirements prior to hire and have created job descriptions for all employee roles. The job descriptions include all the hiring requirements.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	September 5, 2024	October 27, 2024	In compliance
Requirement: Section 23 (1): Additional requirements for Supportive Recovery class . Without limiting section 22 (1) [<i>character and skill requirements</i>], a registrant who operates an assisted living residence of the Supportive Recovery class must not employ a person unless the person has completed a course, or a combination of courses, of at least 20 hours duration in one or more of the following subjects:			Compliance Action: Registrant provided evidence of 20 hours required training for current employees. No further action required.	



(a) counselling; (b) crisis intervention and conflict resolution; (c) psychosocial intervention for substance use disorders; (d) trauma-informed practice.	
Observation: Registrant did not provide documentation to show that an employee has the minimum 20 hours of required training.	
Actions taken or to be taken by Registrant (Operator): Registrant to provide documentation that current employees have completed a minimum of 20 hours related training.	
Actions taken or to be taken by Registry: No further action.	

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	September 5, 2024	October 27, 2024	In compliance
Requirement: Section 24 (1) (a): Continuing obligations. A registrant must ensure that the performance of each employee is reviewed regularly.			Compliance Action: Registrant provided a policy for completing employee reviews. No further action required.	
Observation: Registrant did not submit evidence that an employee review was reviewed regularly				
Actions taken or to be taken by Registrant (Operator): Registrant is required to submit a policy outlining the frequency of when employee reviews will be completed.				
Actions taken or to be taken by Registry: No further action				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of residency	September 5, 2024	October 27, 2024	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: Registrant provided an updated residency agreement that includes all the applicable content set out in Schedule C. No further action required.	
Observation: Residency agreement does not meet the criteria listed in Schedule C.				
Actions taken or to be taken by Registrant (Operator): Registrant to revise the current residency agreement to meet the requirements of Schedule C.				
Actions taken or to be taken by Registry: No further action.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	September 5, 2024	October 2, 2024	In compliance
Requirement: Section 43 (1) (a): Resident concerns and complaints . A registrant must make a policy describing all of the following: (a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to (i) the operation of the assisted living residence, (ii) the provision of hospitality services and assisted living services, or (iii) the implementation of their residency agreements;			Compliance Action: Registrant provided a complaint policy that provides residents with the correct contact information for the Registry and that informs them they are not required to use Pathway to Freedom’s internal complaint process. No further action required.	
Observation: The complaint policy submitted uses incorrect contact information for the Registry and requires a resident to use their internal complaint process prior to contacting the Registry.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to revise the complaint policy to include correct contact information for the Registry and to advise persons wishing to make a complaint that they can contact the Registry at any time and are not required to file a complaint with the Registrant.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	September 5, 2024	October 27, 2024	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.			Compliance Action: Registrant provided evidence of employee training on processing complaints and concerns. No further action required.	
Observation: Registrant did not provide documentation of how a complaint was received, actioned and recorded.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to provide training to employees on the requirements of documenting complaints and the actions taken to resolve the concern.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	End of Residency	September 5, 2024	October 27, 2024	In compliance



Requirement: Section 44 (1): End of residency . A registrant must make a policy describing the procedures to be followed (a) to determine if a resident may no longer reside in the assisted living residence, and (b) to end the resident's residency.		Compliance Action: Registrant provided evidence of employee training on the End of Residency policy. No further action required.	
Observation: Registrant did not complete the End of Residency summary form when a resident's residency ended.			
Actions taken or to be taken by Registrant (Operator): Registrant is required to provide training to employees on the End of Residency policy.			
Actions taken or to be taken by Registry: No further action.			