

Substantiated Complaint Information

Name of Residence: Carefree Manor

Address: 812 Cariboo Trail, 100 Mile House, BC

Legal Name of Registrant (Operator): 1013779 BC LTD

The complaint investigation was concluded on July 29, 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	Housing	January 25, 2024	June 21, 2024	In compliance
Requirement: Section 17 (1) (a) Physical Requirements. A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.			Compliance Action: During the course the investigation the registrant submitted photos of the kitchen cooler having been cleaned and an updated cleaning schedule. An Environmental Health follow up inspection was conducted a on June 21, 2024, confirming the cooler had been maintained to acceptable standards. No further actions required.	
Observation: Photos showed evidence of mold in the kitchen cooler. An Environmental Health inspection also confirmed the presence of mold during a site inspection conducted on January 25, 2024.				
Actions taken or to be taken by Registrant (Operator): Registrant to clean the cooler and submit evidence to the assisted Living Registry that cleaning has been completed. Registrant to create and implement a regular cleaning schedule. Cleaning schedule is to be submitted to the Registry. Issues have now been addressed.				
Actions taken or to be taken by Registry: No further action.				