

Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-M21

Name of Residence: ASK Wellness Society – Maverick Manor

Address: 1250 Hillside Court, Kamloops BC V2C 6R3

Legal Name of Registrant (Operator): ASK Wellness Society

The complaint investigation was concluded on May 15, 2023. 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	May 15, 2023	August 20, 2025	In compliance
<b>Requirement:</b> <a href="#">Section 23 (1): Additional requirements for Supportive Recovery class</a> : 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: (a) counselling; (b) crisis intervention and conflict resolution; (c) psychosocial intervention for substance use disorders; (d) trauma-informed practice.			<b>Compliance Action:</b> Staff audit completed. A policy is in place to ensure staff complete required training before starting their duties or have a clear training plan with a set completion date.  No further actions required.	
<b>Observation:</b> Not all staff employed hold the required 20 hours of training.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Ensure staff obtain the required training and submit documentation, such as certificates, to verify requirements have been met.				
<b>Actions taken or to be taken by Registry:</b> Review documentation submitted to verify training aligns with the requirements of Supportive Recovery.				