

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2025-SN047

Name of Residence: Carefree Manor

Address: 812 Cariboo Trail, 100 Mile House, BC

Legal Name of Registrant (Operator): 1013779 BC LTD

This report is a summary of issues found to be non-complaint 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 December 12, 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	Providing Assisted Living services	December 12, 2025	December 16, 2025	In compliance
Requirement: Section 64 (1) Managing medication generally . A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to (a) ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety.			Compliance Action by Registrant (Operator): The registrant delivered individualized training on the medication policy to staff and reinforced the expectations outlined in the residence’s medication management policy. The registrant also implemented staff support measures by creating and posting medication-related signage as reminders. No further action.	
Observation: Staff failed to follow the residence’s medication administration policy, resulting in a medication error.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to review and re-educate staff on the medication management policy and related procedures. The registrant must provide documented evidence to the Assisted Living Registry confirming that this training has been completed.				
Actions taken or to be taken by Registry: No further action is required.				