



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-M06

Name of Residence: ASK Wellness Society - Maverick Manor

Address: 1250 Hillside Crt. Kamloops

Legal Name of Registrant (Operator): ASK Wellness Society

The complaint investigation was concluded on April 14, 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	April 14, 2023	August 20, 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: Criminal record checks are now being processed through the Criminal Records Review Program. No further actions required.	
Observation: Staff do not have criminal record checks completed through the Criminal Record Review Program of BC.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to complete criminal record checks through the Criminal Record Review Program for all staff. The registrant must ensure any new staff hired have completed the appropriate criminal record check before starting work. The registrant is to notify the Registry in writing to confirm criminal record checks have been completed.				
Actions taken or to be taken by Registry: Monitor and follow up with the registrant on their progress in completing criminal record checks.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	April 14, 2023	April 14, 2023	In compliance
Requirement: Section 33 (1) Personal service plan : A registrant must ensure that a personal service plan is developed for a resident that includes - all of the applicable content set out in Schedule D, - provides sufficient detail to enable employees to understand their duties and responsibilities in achieving the objectives of			Compliance Action: The registrant has provided a completed personal service plan for residents.	



○ protecting and promoting the resident's health and safety, ○ meeting the resident's needs, and ○ achieving the resident's personal goals, if applicable, and ● takes into consideration the cultural, spiritual and personal preferences of the resident.	
Observation: The registrant did not complete a personal service plan for residents upon admission.	
Actions taken or to be taken by Registrant (Operator): The registrant is required to develop a personal service plan for all residents receiving supportive recovery assisted living services within 7 days of admission.	
No further action required	
Actions taken or to be taken by Registry: No further action required	

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing hospitality services	April 14, 2023	May 2, 2023	In compliance
Requirement: Section 56 (1) (a) Providing meals: A registrant must ensure that all meals, fluids and snacks provided to residents are consistent with the menu plan.			Compliance Action: The registrant has provided an updated residency agreement and documentation indicating that these meals are being provided.	
Observation: The registrant was unable to provide a menu plan for assisted living residents. Lunch and dinner were not provided to assisted living residents.				
Actions taken or to be taken by Registrant (Operator): The registrant must provide a meal plan and meals to all assisted living residents. The registrant must submit an updated residency agreement and supporting documentation indicating that residents are receiving meals each day. No further action required.				
Actions taken or to be taken by Registry: No further action required				