

Assisted Living Registry**Substantiated Complaint Summary**

Complaint #: C2025-SN008

Name of Residence: Carefree Manor**Address:** 812 Cariboo Trail, 100 Mile House, British Columbia, V0K 2E3**Legal Name of Registrant (Operator):** 1013779 BC LTD

This report is a summary of issues found to be non-compliant 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 November 5, 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	Start of Residency	November 5, 2025		Non-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 by Registrant (Operator): Required actions yet to be completed by the Registrant.					
Observation: Residency agreements were not updated with change in hospitality services. In addition, the agreement does not include all of the applicable content set out in Schedule C of the Assisted Living Regulation.							
Actions taken or to be taken by Registrant (Operator): Registrant updated the residency agreements to reflect change in hospitality services. The residency agreement must be further revised to include all of the applicable content as required by regulation.							
Actions taken or to be taken by Registry: Monitor that all required changes to the residency agreement are completed and updated residency agreements are in place for all assisted living residents.							