



**Substantiated Complaint Information**

**Name of Residence:** Nicola Meadows Assisted Living

**Address:** 2670 Garcia Street Merritt, BC

**Legal Name/Operator of Residence:** 673848 B.C. Ltd.

**The complaint investigation was concluded on December 9, 2020. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living 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	December 9, 2020	March 24, 2023	In compliance		
<b>Requirement:</b> <a href="#">Section 17(1)(a) Physical requirements</a> . A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.			<b>Compliance Action:</b> The operator provided to the Registry, a plan on how the ongoing issue will be addressed, including a preventative maintenance pest policy.			
<b>Observation:</b> The registrant was unable to provide building maintenance policies and procedures that address pest and bug control measures.  The registrant was unable to provide documentation to demonstrate inspections have been conducted for pest control.  The registrant has an on-going pest problem that is continuously being addressed, but the actions being taken have not prevented the re-occurrence.			Documentation shows that pest control inspections have been completed monthly, and that recommendations have been implemented.			
<b>Actions taken or to be taken by Operator:</b> Ensure adherence to the preventative maintenance pest policy and pest control recommendations are followed.  No further action required.						
<b>Actions taken or to be taken by Registry:</b> Registry to conduct follow up site inspection.						