

[Assisted Living Registry](#)

Complaint #: C2020-S75

Substantiated Complaint Information**Name of Residence:** Nicola Meadows Assisted Living**Address:** 2670 Garcia Street, Merritt**Legal Name of Registrant (Operator):**

The complaint investigation was concluded on November 24, 2022. 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	Housing	November 24, 2022	March 24, 2023	In Compliance
Requirement: Section 17(1) (a) Physical requirements . A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.				Compliance Action: The operator provided to the Registry, a plan on how the ongoing issue will be addressed, including a preventative maintenance pest policy. Documentation shows that pest control inspections have been completed monthly, and that recommendations have been implemented.
Observation: 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 and followed through for pest control. The registrant has an on-going pest problem that is continuously being addressed, but the actions being taken have no prevented the re-occurrence.				
Actions taken or to be taken by Registrant (Operator): Ensure adherence to the preventative maintenance pest policy and pest control recommendations are followed.				
No further action required.				
Actions taken or to be taken by Registry: Registry to conduct follow up site inspection.				