

[Assisted Living Registry](#)

Complaint #: C2022-S72

Substantiated Complaint Information**Name of Residence:** Nicola Meadows**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. |
| Observation: The registrant was unable to provide adequate building maintenance policies and procedures that address an ongoing issue with pests. The registrant was unable to provide documentation to confirm that monthly pest control inspections have been followed through on. The registrant has an ongoing pest problem that is continuously being addressed, but the actions being taken are not adequate to prevent re-occurrence. | | | | Documentation shows that pest control inspections have been completed monthly, and that recommendations have been implemented. |
| 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. | | | | |