

Assisted Living Registry**Substantiated Complaint Information**

Complaint #: C2023-M32

Name of Residence: Joshua House - Chilliwack**Address:** 60550 Chilliwack Lake Road, Chilliwack**Legal Name of Registrant (Operator):** Richard Korkowski

The complaint investigation was concluded on August 29, 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	August 29, 2023	February 13, 2025	In compliance			
Requirement: Section 21(a): Employee plan . A registrant must prepare an employee plan that includes a written description of the duties and responsibilities for each employee position, whether volunteer or staff.		Compliance Action: No further action required.					
Observation: Leadership in Training job roles did not describe the assisted living service the employee was observed to be providing to residents.							
Actions taken or to be taken by Registrant (Operator): The Registrant provided a description of duties and qualification requirements for all employee roles that provide assisted living services to residents.							
Actions taken or to be taken by Registry: No further action.							

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	August 29, 2023	February 13, 2025	In compliance
Requirement: Section 21(b): Employee plan . A registrant must prepare an employee plan that includes the written description for each employee position, whether volunteer or staff that includes the training, experience, skills and other qualifications that the employee must have.		Compliance Action: No further action required.		
Observation: Job descriptions did not include the required training, experience, skills, and qualifications for employees.				
Actions taken or to be taken by Registrant (Operator): The Registrant provided updated job descriptions that include the required training, experience, skills, and qualifications for each employee role.				



Actions taken or to be taken by Registry: No further action.

FINDINGS							
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status			
Assisted Living Regulation	Employees	August 29, 2023	June 10, 2025	In compliance			
Requirement: Section 22(1): Character and skill requirements. A registrant must not employ a person in an assisted living residence unless the registrant or manager		Compliance Action: No further action required.					
(a) has first obtained <ul style="list-style-type: none">(i) a criminal record check for the person,(ii) a record of the person's work history,(iii) copies of any diplomas, certificates or other evidence of the person's training, experience, skills and other qualifications, and(iv) evidence that the person has complied with the Province's immunization and tuberculosis control programs, and							
(b) is satisfied that the person <ul style="list-style-type: none">(i) is of good character,(ii) has the personality, ability and temperament necessary to provide services to residents, and(iii) has the training, experience and other qualifications, and demonstrates the skills, necessary to carry out assigned duties and responsibilities.							
Observation: Employee files were missing required documents.							
Actions taken or to be taken by Registrant (Operator): Registrant provided documentation that employees have the required hiring documents.							
Registrant provided a plan on how hospitality and assisted living services are provided to residents by qualified employees.							
Actions taken or to be taken by Registry: No further action.							

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	July 27, 2023	December 4, 2024	In compliance
Requirement: Section 51(2)(b): Reportable incidents. Within 24 hours of an incident described in Schedule E , the registrant is required to report the incident to the Assisted Living Registry.		Compliance Action: No further action required.		
Observation: Registrant did not submit reportable incidents when a resident was transported to the hospital.				



Actions taken or to be taken by Registrant (Operator): Registrant has submitted the required reportable incident reports for incidents to the Assisted Living Registry. Completed August 29, 2023.

The Registrant has provided evidence that employees have been trained on when and how to submit Reportable Incidents to the Registry.

Actions taken or to be taken by Registry: No further action.

FINDINGS							
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status			
Assisted Living Regulation	Providing hospitality services	August 29, 2023	May 26, 2025	In compliance			
Requirement: Section 55(2): Menu plan. A registrant must ensure that a menu plan is developed that		Compliance Action: No further action required.					
(a) describes the meals, fluids and snacks for each day over at least a 4 week cycle, (b) is consistent with the recommendations set out in Canada's Food Guide, and (c) provides for a variety of foods and fluids, taking into consideration the nutritional needs and cultural, spiritual and personal preferences of residents.							
Observation: Registrant did not submit a 4-week menu plan to the Registry when requested.							
Actions taken or to be taken by Registrant (Operator): Registrant has provided a 4-week menu plan for the Registry.							
Actions taken or to be taken by Registry: No further action.							

FINDINGS							
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status			
Assisted Living Regulation	Providing hospitality services	August 29, 2023	November 12, 2024	In compliance			
Requirement: Section 56(3): Providing meals. The registrant must post or otherwise provide to residents the daily menu and meal times.		Compliance Action: No further action required.					
Observation: The residence was observed to not have a menu plan posted.							
Actions taken or to be taken by Registrant (Operator): The residence was observed to have the menu plan posted in the residence.							
Actions taken or to be taken by Registry: No further action.							



FINDINGS							
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status			
Assisted Living Regulation	Providing assisted living services	August 29, 2023	September 29, 2023	In compliance			
Requirement: <u>Section 65(a)(i): Safekeeping medication.</u> A registrant who provides assistance with safekeeping medication must ensure all of the following with respect to medication kept in the assisted living residence: (a) that medication is kept (i) safely and securely		Compliance Action: Registrant has provided evidence to show that resident medications are being adequately stored to protect resident health and safety.					
Observation: Medications were observed to stored in a manner that did not ensure residents health and safety.							
Actions taken or to be taken by Registrant (Operator): The Registrant is required to ensure that resident medications are stored safely by separating each resident's medications into their own lockable container within the medication cupboard.							
Actions taken or to be taken by Registry: No further action.							

FINDINGS							
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status			
Assisted Living Regulation	Providing assisted living services	August 29, 2023	April 11, 2025	In compliance			
Requirement: <u>Section 64(1): Managing medication generally.</u> A registrant who provides assistance with managing medication must make a plan describing the procedures to be followed to (a) ensure that assistance with managing medication is provided in a manner that does not jeopardize health or safety, and (b) prevent theft of medication, if the registrant provides assistance with receiving, safekeeping or distributing medication.		Compliance Action: No further action required.					
Observation: Medication policy does not have clear instructions for employees on how medications are to be received, stored, distributed, and disposed of.							
Actions taken or to be taken by Registrant (Operator): The Registrant provided a medication policy that details the procedures to prevent the theft of medication, how medications are received, safekept and distributed in a manner that does not jeopardize resident's health and safety.							
Actions taken or to be taken by Registry: No further action.							



FINDINGS							
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status			
Assisted Living Regulation	Providing assisted living services	August 29, 2023	April 11, 2025	In compliance			
Requirement: Section 66: Distributing medication . A registrant who provides assistance with distributing medication must ensure that a record is made in respect of each distribution of medication.		Compliance Action: No further action required.					
Observation: Residence was observed to not accurately be recording when medications are distributed.							
Actions taken or to be taken by Registrant (Operator): The Registrant provided a medication policy that includes how medications are to be recorded. The Registrant provided documentation that the employees responsible for distributing medications are trained and qualified to complete the task.							
Actions taken or to be taken by Registry: No further action.							