

Substantiated Complaint Information

Name of Residence: It's Up to You - 100<sup>th</sup> Ave

Address: 12991 100<sup>th</sup> Avenue, Surrey

Legal Name of Registrant (Operator): It's Up to You Recovery House Society, Chris Burwash

The complaint investigation was concluded on July 30, 2024. 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
Community Care and Assisted Living Act	Assisted Living Residences	July 30, 2024		Not in compliance
<b>Requirement:</b> <a href="#">Section 26 (5): Operating an assisted living residence</a> . A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			<b>Compliance Action:</b> Corrective actions not yet completed by the Registrant	
<b>Observation:</b> Evidence received of improper storage of medication and protection of resident identity was compromised.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant to provide a policy that outlines how medications are stored while at the residence and how medication is returned to a pharmacy if the medication is expired, no longer used by a resident or when the resident no longer resides at the residence.  Registrant to submit a copy of the medication policy by November 15, 2024.				
<b>Actions taken or to be taken by Registry:</b> Registry to review documentation when it is provided.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	July 30, 2024		Not in compliance
<b>Requirement:</b> <a href="#">Section 24 (1) (a): Continuing obligations:</a> A registrant must ensure that the performance of each employee is reviewed regularly.			<b>Compliance Action:</b> Corrective actions not yet completed by the Registrant.	
<b>Observation:</b> Registrant did not provide documentation that the performance of employees is being reviewed regularly.				



<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant to provide an employee plan that outlines how employee performances will be conducted and the frequency of employee performance reviews.  Registrant to submit a copy of the completed employee reviews by November 15, 2024.
<b>Actions taken or to be taken by Registry:</b> Registry to review documentation when it is provided.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Assisted Living Services	July 30, 2024		Not in compliance
<b>Requirement:</b> <a href="#">Section 39 (1): Respect for resident privacy</a> : A registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident, including the privacy of each resident's unit, belongings and storage area.			<b>Compliance Action:</b> Corrective actions not yet completed by the Registrant.	
<b>Observation:</b> Evidence provided to the registry that an employee photographed a resident without their consent and shared the photograph with a non-resident.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Registrant is required to create and provide a confidentiality agreement for employees and volunteers that describes the guidelines and requirements for protecting residents’ personal privacy.  Registrant is to provide training on the confidentiality agreement to employees and to make and keep a record of the training, including the date, who provided the training and who attended the training.  Confidentially agreement and evidence of completed staff training to be provided by November 15, 2024.				
<b>Actions taken or to be taken by Registry:</b> Registry to review documentation when it is provided.				