

[Assisted Living Registry](#)

Complaint #: C2024-SN017

**Substantiated Complaint Information****Name of Residence:** Nicola Meadows Assisted Living**Address:** 2670 Garcia St, Merrit**Legal Name of Registrant (Operator):** 673848 B.C. Ltd., Vincent Smoluk

**The complaint investigation was concluded on September 9, 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
Assisted Living Regulation	Housing	September 9, 2024		Not 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> Required actions yet to be completed by Registrant.	
<b>Observation:</b> Evidence of rodent activity and improper disposal of rodent carcass.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Provide to the Assisted Living Registry (Registry) by October 18, 2024 a copy of the corrective actions taken as required by the Environmental Health Inspection dated August 27, 2024.  Registrant to ensure ongoing adherence to rodent control practices set out by the Environmental Health Officer.				
<b>Actions taken or to be taken by Registry:</b> Conduct follow up site inspection.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	September 9, 2024		Not in compliance
<b>Requirement:</b> <a href="#">Section 17 (1) (c): Physical requirements.</a> A registrant must ensure that the assisted living residence is well-ventilated and has sufficient lighting in units and common areas.			<b>Compliance Action:</b> Required actions yet to be completed by Registrant.	
<b>Observation:</b> Residents units do not have adequate lighting due to missing lightbulbs.				
<b>Actions taken or to be taken by Registrant (Operator):</b> Inspect all residents units and install any missing or burn out light bulbs in the light bar above the bathroom sink.  Submit to the Registry, by October 18, 2024, written confirmation of this work being completed.				



**Actions taken or to be taken by Registry:** Conduct follow up inspection.

FINDINGS							
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status			
Assisted Living Regulation	Residents	September 9, 2024		Not in compliance			
<b>Requirement:</b> <a href="#"><u>Section 39 (1): Respect for resident privacy.</u></a>		<b>Compliance Action:</b> Required actions yet to be completed by Registrant.					
<b>Observation:</b> Registrant did not ensure conversations with residents regarding financial matters were conducted in a manner that protected their personal privacy.							
<b>Actions taken or to be taken by Registrant (Operator):</b> Develop, and submit to the Registry by October 28, 2024, a policy indicating how the Registrant and staff will ensure conversations with a resident regarding their finances, health, and other personal matters are conducted in a manner to protect the resident's privacy.							
<b>Actions taken or to be taken by Registry:</b> Review policy.							