

Compliance Monitoring Inspection Report

Name of Residence: Realistic Success – Trilogy House One

Address: 13516 80th Ave, Surrey BC V8W 3C1

Legal Name of Registrant (Operator): The Realistic Success Recovery Society

A compliance monitoring inspection was conducted on June 12. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (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 Act and/or the Regulation.
- Not in compliance:** no evidence of meeting the requirements of the Act and/or the Regulation.

Actions taken or to be taken by Registrant (Operator): Registrant is required to address the non-compliance items identified below by the assigned compliance due date.

Actions taken or to be taken by Registry: Provide on-going education.

Compliance due date: October 4, 2024

Date of non- compliance with the Regulation: June 12, 2024	Actions to be taken by the Registrant (Operator):	Compliance date:
Section 17 (1) (a): Physical requirements: The units were not found in a good state or repair.	Complete all required repairs by due date.	
Section 22 (1) (a) (i): Character and skills requirements: Criminal record checks on file were missing or expired for some employees.	Ensure that all employees who are on site and interacting with residents have valid criminal record checks in place.	
Section 61 (2) (b): Service provision generally: The peer manager (a volunteer resident) is responsible for safekeeping medication.	Ensure that only staff members with appropriate training are responsible for safekeeping medications. Submit an updated staffing plan including weekend shifts and staff responsibilities.	
Section 65 (1) (a): Safekeeping medication: Medication is stored in the peer manager’s room, giving the resident access to co-resident’s medication and confidential information.	Ensure that medication is kept safely and securely. Submit updated medication policies and procedures. Provide safe and secure storage for residents who do not require assistance with safekeeping their medication.	

Compliance due date: October 18, 2024

Date of non- compliance with the Regulation: June 12, 2024	Actions to be taken by the Registrant (Operator):	Compliance date:
Section 33 (1) (b) (i): Personal service plan: Personal service plans for majority of the residents reviewed on site were missing information and did not provide sufficient detail to support residents in achieving their personal goals.	Ensure that residents are supported by staff in creating and revising personal service plans as required. Submit copies of updated personal service plans for all residents.	
Section 51 (2) (b) (i): Reportable incidents: Resident file review identified reportable incidents that were not submitted to the Registrar as required.	Ensure that reportable incidents, as outlined in Schedule E of the Assisted Living Regulation, are reported to the Assisted Living Registry within 24 hours. Provide staff training on the process for reporting incidents.	
Section 73 (1) (b): General duties: Fire drills are not performed as outlined in the residence’s policies and procedures (every three months).	Ensure that policies and procedures are implemented by staff. Submit a written record of regular fire and other emergency drills.	
Section 76 (d): Resident records: Personal service plans were incomplete or missing in some of the resident records.	Ensure that resident records contain updated and complete personal service plans.	
Section 77 (a) (iii): Employee records: Records for some of the employees had expired or missing criminal record checks and other required documentation.	Ensure that employee records contain all the required documentation under Section 22 (1) and Section 23 (1) of the Assisted Living Regulation. Submit most recent criminal record checks for the relevant employees or evidence that criminal record checks have been requested.	