

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2025-SN045

Name of Residence: The Cedars (Mission)

Address: 7380 Hurd Street, Mission, BC V2V 3H5

Legal Name of Registrant (Operator): Mission Association for Seniors Housing

This report is a summary of issues found to be non-compliant with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on December 9, 2025. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- Compliance Status**
 - Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
 - In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	December 9, 2025		Not in compliance
Requirement: Section 22 (1)(a) Character and skill requirements . The registrant must not employ a person in an assisted living residence unless the registrant has first obtained a criminal record check for the person.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the Registrant.	
Observation: The registrant did not complete employee criminal record checks through the Criminal Records Review Program as required. Instead, the registrant completed through the local RCMP, which does not meet the regulatory requirement.				
Actions taken or to be taken by Registrant (Operator): submit criminal record check requests for all employees at the residence through the Criminal Records Review Program and provide evidence to the Assisted Living Registry that the requests have been submitted by December 31, 2025. The registrant must also provide evidence of the results of the completed checks.				
Actions taken or to be taken by Registry: Review information provided by the Registrant.				