Interior Health Authority

Child Care – Unlawful – Licensing

Summary Report of Substantiated Complaint

Facility Name
Era Early Learning

Facility Address
101-2311 Carrington Rd
West Kelowna BC V4T 3K8

Facility #
F-2026-68319

Facility Phone
(778) 215-3317

Licensee

Manager

Inspection Date
13-Nov-2026

Reason for Investigation
Substantiated complaint

Service Type	Maximum Capacity

Report of Findings

Pending Application in process for: Group Child Care (Under 36 months) 12, 12 (24), Group Child Care (30 months to school age) 25

As per Section 15 (1)(b)(i) of the Community Care and Assisted Living Act, Licensing is mandated to follow up on all complaints of any premise that is operating an unlicensed community care facility. The purpose of this inspection is to follow up a complaint received by Licensing on [insert date]. The complaint involved allegations of non-compliance to the following sections of the Community Care and Assisted Living Act –Section 1: Definitions -“community care facility" means a premises or part of a premises in which a person provides care to 3 or more persons who are not related by blood or marriage to the person and includes any other premises or part of a premises that, in the opinion of the medical health officer, is used in conjunction with the community care facility for the purpose of providing care; Section 5: Operating or advertising without a licence - A person who does not hold a licence must not (a) operate, or hold themselves out as operating, a community care facility, (b) provide, or hold themselves out as providing, care in a community care facility, or (c) accommodate, or hold themselves out as accommodating, a person who, in the opinion of a medical health officer, requires care in a community care facility.

Based on the licensing officer’s observations, a review of the facility records and information provided by the individuals present at the time of inspection, it has been confirmed that a contravention to Section 5 of the Community Care and Assisted Living Act has occurred at [insert address]. Contravention to Section 5 may be subject to actions as outlined in Section 33 of the Community Care and Assisted Living Act, which states: Offence and penalty 33 (1) A person who contravenes section 5, 6, 18 (2) or (3) or 26 (1) of this Act or a term or condition attached to a licence commits an offence. (2) A person who commits an offence under subsection (1) is liable to a fine of up to $10, 000. (3) If an offence under subsection (1) is of a continuing nature, each day that the offence continues constitutes a separate offence. Only issues of non-compliance relating to the unlawful operation are detailed in the body of this inspection report.

Immediate compliance to Section 5 of the Community Care and Assisted Living Act is required. Written confirmation must be submitted to licensingdirect@interiorhealth.ca prior to 4pm November 13, 2026.

Observed Contraventions

Evidence for this report was based on a combination of the Licensing Officer’s observations, a review of facility records and information provided by the facility staff at the time of the complaint investigation, as appropriate.

CI1 - Initial

CI1.7 - Is the facility operating legally under the Act? **No**

Follow up by: 11/14/2026 12:00:00 AM

On November 10, 2026, licensing received information that Era Early Learning is advertising child care services without a license.
A review of the website eraearlylearning.com and signage posted on the main entrance door at 101-2311 Carrington Rd, confirms that Era Early Learning is advertising without a license.
Immediate compliance to Section 5 of the Community Care and Assisted Living Act is required. Written confirmation must be submitted to licensing by 4pm, November 13, 2026.

Closing Comments:

Received By:

Theresa Martyn

Inspector:

Glenda MacDonald, Licensing Officer

Follow up date, if required