

**Interior Health Authority**  
**Child Care – Unlawful – Licensing**  
**Summary Report of Substantiated Complaint**

<b>Facility Name</b> Natalia Valencia Garcia - Quokka Daycare  <b>Facility Address</b> 1566 Mountain View Dr Revelstoke BC V0E 2S1	<b>Facility #</b> F-2025-58083  <b>Facility Phone</b> (250) 814-7676  <table> <tr> <td><b>Licensee</b></td> <td><b>Manager</b></td> </tr> <tr> <td>Natalia Valencia Garcia</td> <td>Natalia Valencia Garcia</td> </tr> </table>	<b>Licensee</b>	<b>Manager</b>	Natalia Valencia Garcia	Natalia Valencia Garcia
<b>Licensee</b>	<b>Manager</b>				
Natalia Valencia Garcia	Natalia Valencia Garcia				
<b>Inspection Date</b> 28-Aug-2025					
<b>Reason for Investigation</b> Substantiated complaint					
<b>Service Type</b> Unlawful facility	<b>Maximum Capacity</b> N/A				

### Report of Findings

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 August 22, 2025.

The complaint involved allegations of noncompliance 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 individual 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 1566 Mountain View Drive, Revelstoke BC, V0E 2S1

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.

### 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: 9/8/2025 12:00:00 AM

At the time of the inspection the Licensing Officers observed ten children in care not related to you by blood or marriage. You stated the children are aged between 20 months and 5 years of age. You stated you have been providing child care to more than two children Monday to Friday. You confirmed you have been offering child care without a licence since moving to this new address (approximately 18 months). There is signage inside the front door of the premise indicating you are operating Quokka Daycare from this location.

- CI1.7A - A person must not operate or hold themselves out as operating a community care facility. Act( 5 )(a)
- CI1.7B - A person must not provide or hold themselves out as providing care in a community care facility. Act( 5 )(b)
- CI1.7C - A person must not accommodate or hold themselves out as accommodating a person who requires care in a community care facility. Act( 5 )(c)

### Action(s) Required by Licensing Office :

- Conduct follow up inspection to confirm ongoing

Facility # F-2025-58083

compliance

**Action(s) Required by Operator :**

- Operator to submit written confirmation that they understand the requirements of the CCALA regarding the number of persons they may provide care to without a licence
- Operator to immediately reduce number of children or persons in receiving care to as per the requirements of the CCALA.

- Operator to submit written confirmation to Licensing Office that they have reduced the number of children or persons in receiving care to as per the requirements of the CCALA.

**Received By:**

**Inspector:**

Natalia Valencia Garcia

Tania Farquhar, Licensing Officer

**Follow up date, if required**