



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2022-M03

Name of Residence: It’s Up to You – Site 3B

Address: 13274-113B Avenue, Surrey

Legal Name of Registrant (Operator): It’s Up to You Recovery House Society

The complaint investigation was concluded on February 25, 2022. A summary of the findings of non-compliance(s) with the *Community Care and Assisted Living 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				
Section of the Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	January 25, 2022	February 25, 2022	In compliance
Requirement: Section 17 (1) (a) : Physical requirements. A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards.			Compliance Action: The Registrant has taken steps to clean and remove mold within the residence.	
Observation: The registrant did not proactively address concerns of mold found in the residence.				
Actions taken or to be taken by Registrant (Operator): The registrant must develop, and submit to the Registry, preventative cleaning and monitoring policies and procedures that will mitigate the reoccurrence of mold within the residence.				
Actions taken or to be taken by Registry: Registry will review polices and procedures once submitted.				