



Assisted Living Registry
Substantiated Complaint Information

Complaint #: C2021-M67

Name of Residence: New Vision Renaissance Recovery House

Address: 10106 129 Street, Surrey BC

Legal Name of Registrant (Operator): New Vision Supportive Housing Society

The complaint investigation was concluded on January 12, 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	November 1, 2021	December 7, 2021	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 provided evidence that repairs have been completed and the mold has been addressed.	
Observation: The residence was observed to have broken fixtures, a leaking toilet and evidence of mold.				
Actions taken or to be taken by Registrant (Operator): The Registrant is required to make repairs, address the mold, and provide evidence of these actions to the investigator.				
Actions taken or to be taken by Registry: Continued monitoring through site inspections to ensure physical requirements are in compliance with the Assisted Living Regulation.				