

Substantiated Complaint Information

Name of Residence: Into Action, House 2

Address: 6293 Marine Drive, Burnaby

Legal Name of Registrant (Operator):

The complaint investigation was concluded on April 14, 2023. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (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				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	April 14, 2023	April 20, 2023	In compliance
Requirement: Section 31 (1): Residency Agreement, Schedule C (1) (a): Parties and contact information A residency agreement must include the names of the registrant and the resident.			Compliance Action: Registrant provided evidence that the residency agreements have been updated.	
Observation: Residency agreements did not align with registered operator name.				
Actions taken or to be taken by Registrant (Operator): Registrant is required to provide evidence that current residency agreements are updated and provided to residents. All future residency agreements are to use the registered operator and residence name. No further action required.				
Actions taken or to be taken by Registry: No further actions.				