

<u>Assisted Living Registry</u> Substantiated Complaint Information

Complaint #: C2023-M20

Name of Residence: New Vision Renaissance Recovery House

Address: 10106 129 Street, Surrey

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

The complaint investigation was concluded on June 14, 2023. A summary of the findings of non-compliance(s) with the <u>Community Care and Assisted Living Act</u> (Act) and/or the <u>Assisted Living Regulation</u> 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	Residents	June 14, 2023	June 27, 2023	In compliance

Requirement: <u>Section 43 (1) and (3) Resident concerns and complaints.</u>

- (1) A registrant must make a policy describing all of the following:
 - (a) how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to
 - (i) the operation of the assisted living residence,
 - (ii) the provision of hospitality services and assisted living services, or
 - (iii) the implementation of their residency agreements
 - (b) how concerns will be addressed, and complaints will be resolved in a fair, timely and effective manner.
- (3) If a concern is brought or a complaint is made to the registrant, the registrant must do both of the following:
 - (a) make reasonable attempts to address the concern or resolve the complaint
 - (b) make a record of the concern or complaint and the actions taken under paragraph (a).

Observation: The registrant did not have a complaints policy or document complaints or any follow up action taken to resolve complaints.

Compliance Action: The registrant submitted a complaint policy that aligns with regulatory requirements

Actions taken or to be taken by Registrant (Operator): Develop a concerns and complaint policy, which guides staff on how concerns and complaints may be submitted, how concerns will be addressed, and complaints will be resolved in a fair, timely and effective manner. The policy must include the steps for documentation of a concern or complaint and the response.

No further action.

Actions taken or to be taken by Registry: No further action required.

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