

Substantiated Complaint Information

Name of Residence: Sto:lo Elders Lodge

Address: 7519 Topaz Drive, Chilliwack

Legal Name of Registrant (Operator): Willy Hall

The complaint investigation was concluded on August 29, 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	End of Residency	August 29, 2023	September 12, 2023	In compliance
Requirement: Section 44 (1): End of residency : A registrant must make a policy describing the procedures to be followed: (a) to determine if a resident may no longer reside in the assisted living residence, and (b) to end the resident's residency.			Compliance Action: Registrant has submitted an end of residency policy.	
Observation: Registrant did not provide an end of residency policy specific to the residence.				
Actions taken or to be taken by Registrant (Operator): Registrant to submit an end of residency policy. No further actions.				
Actions taken or to be taken by Registry: No further action required.				