



Name of Residence: Evergreen Timbers

Address: 5464 - 203rd Street, Langley

Legal Name of Registrant (Operator): 5464 - 203rd Street, Langley

The complaint investigation was concluded on March 27, 2024. 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	Residents	March 27, 2024	July 18, 2024	In compliance
Requirement: Section 43 (3) (a): Resident concerns and complaints . If a concern is brought or a complaint is made to the registrant, the registrant must make reasonable attempts to address the concern or resolve the complaint.			Compliance Action: The registrant revised and implemented the updated complaints policy. No further action required.	
Observation: The Registrant did not make reasonable attempts to respond to complaints.				
Actions taken or to be taken by Registrant (Operator): Submit to the Assisted Living Registry an updated policy demonstrating how complaints and concerns will be received, responded to, treated with fairness and addressed in a timely manner. Submit the updated policy to the Registry by May 15, 2024				
Actions taken or to be taken by Registry: No further action.				