

Substantiated Complaint Information

**Name of Residence:** Into Action – Bear Creek (formally Into Action – House 1)

**Address:** 13222 87B Ave, Surrey

**Legal Name of Registrant (Operator):** Into Action Recovery Society - Chris Burwash

The complaint investigation was concluded on September 13, 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
Community Care and Assisted Living Act	Assisted Living Residences	September 13, 2024	November 19, 2024	In compliance
<b>Requirement:</b> <a href="#">Section 26 (5)</a> . <b>Operating an assisted living residence.</b> A registrant must ensure that the assisted living residence is operated in a manner that does not jeopardize the health or safety of its residents.			<b>Compliance Action:</b> Registrant has updated advertising to remove mental health treatment as a service provided at the residence.	
<b>Observation:</b> The Registrant is advertising to the public that the residence offers treatment for mental health disorders. The residence is not registered for the mental health class of residences and does not have employees who are qualified to provide mental health treatment.			No further action required.	
<b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant must cease advertising that mental health treatment is provided by this residence and must inform the Registry in writing as to when advertising will be corrected.				
<b>Actions taken or to be taken by Registry:</b> No further action.				

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	September 13, 2024	September 16, 2024	In compliance
<b>Requirement:</b> <a href="#">Section 31 (1): Residency agreement</a> . A registrant may accept a person as a resident by making a written residency agreement with the person that includes all of the applicable content set out in <a href="#">Schedule C</a> .			<b>Compliance Action:</b> Registrant has provided documentation showing a residency agreement was completed for a resident when transferred within his organization.	
<b>Observation:</b> A resident was admitted to the residence without completing a residency agreement.			Provided residency agreement that included the residence address.  No further action required.	



**Actions taken or to be taken by Registrant (Operator):** Registrant is required to have a residency agreement completed for residents when transferred within their organizations.

Provided an updated residency agreement that includes the residence address.

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