

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2025-SU003

Name of Residence: Reaching Out 65<sup>th</sup> Ave

Address: 668 East 65<sup>th</sup> Ave, Vancouver BC V5X 2P8

Legal Name of Registrant (Operator): Marvin Cavanagh (Changing Addictive Attitudes Recovery Society of British Columbia)

This report is a summary of issues found to be non-compliant with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on August 11, 2025. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- Compliance Status**
  - Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
  - In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	August 11, 2025	August 22, 2025	In Compliance
<b>Requirement:</b> <a href="#">Section 56(3) Providing Meals</a> . The registrant must post or otherwise provide to residents the daily menu and mealtimes.			<b>Compliance Action by Registrant (Operator):</b> The registrant provided proof to the Registry that the menu plan has been posted and written confirmation that it will continue to be posted.	
<b>Observation:</b> The menu plan was not posted at the time of inspection and residents were not aware of a menu.				
<b>Actions taken or to be taken by Registrant (Operator):</b> No further actions required.				
<b>Actions taken or to be taken by Registry:</b> No further actions.				