

Name of Residence: Joshua House – Chilliwack

Address: 60550 Chilliwack Lake Rd

Legal Name of Registrant (Operator): Joshua House Recovery Ministries

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 8, 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	Residents	August 8, 2025	September 10, 2025	In compliance
Requirement: Section 39(1) Respect for resident privacy. The registrant must, to the greatest extent possible while maintaining the health and safety of all residents, ensure respect for the personal privacy of each resident’s unit, belongings and storage areas.			Compliance Action by Registrant (Operator): The Registrant provided to the Registry: <ul style="list-style-type: none">• A revised policy and procedure on the protection of personal information.• Evidence that all staff have completed training on the updated policy, including training dates.• Signed verifications from all staff confirming they have read and understand the revised policy.	
Observation: A resident’s personal information was disclosed without authorization, resulting in a privacy breach. The site lacks a comprehensive policy to guide staff on privacy and information handling.				
Actions taken or to be taken by Registrant (Operator): No further action.				
Actions taken or to be taken by Registry: No further action.				