

**Substantiated Complaint Summary**

**Name of Residence:** Ruth and Naomi's Addiction Recovery Program for Men

**Address:** 45466 Yale Road West, Chilliwack

**Legal Name of Registrant (Operator):** Ruth & Naomi's Mission

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 January 26, 2026. 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**
  - o **Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
  - o **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	Housing	January 26, 2026		Not in compliance
<p><b>Requirement: Section 15 (2)(b):</b> If more than one class or non-residents. A registrant who operates an assisted living residence that houses both residents and non-residents must have a written policy describing how shared common areas will be managed to protect the health and safety of residents.</p> <p><b>Observation:</b> The residence shares the property with non-residents. The Registrant does not have a shared-common-areas policy in place as required.</p>			<p><b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant.</p>	
<p><b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant is to develop and provide the Registry a shared-common-areas policy that outlines how resident health and safety will be protected when residents share space with non-residents.</p> <p>The policy is to be provided to the Registry by <b>February 27, 2025</b>.</p>				
<p><b>Actions taken or to be taken by Registry:</b> The Registry will review the submitted policy and provide education or guidance as needed.</p>				



FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Start of Residency	January 26, 2026		Not in compliance
<p><b>Requirement: Section 33 (2)(a): Personal service plan.</b> A registrant must ensure that a personal service plan is developed within 7 days, in the case of an assisted living resident of the Supportive Recovery class.</p>			<p><b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant.</p>	
<p><b>Observation:</b> The Registrant did not complete a short-term personal service plan for a resident.</p>				
<p><b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant is required to complete and provide to the Registry a short-term personal service plan for residents, along with the residence’s personal service plan policy.</p> <p>The Registrant must also provide evidence that staff have been trained on the personal service plan requirements.</p> <p>The Registrant is required to provide a short-term personal service plan and personal service plan policy and evidence that staff have been trained on the requirements.</p> <p>The policy and supporting documentation are to be provided to the Registry by <b>February 27, 2025.</b></p>				
<p><b>Actions taken or to be taken by Registry:</b> The Registry will review the personal service plan, policy, and training evidence, and will provide education or guidance as needed.</p>				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	January 26, 2026		Not in compliance
<p><b>Requirement: Section 40 (1)(a): Monitoring residents.</b> A registrant must monitor residents’ health and safety, taking reasonable steps to avoid undue interference with personal privacy.</p>			<p><b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant.</p>	
<p><b>Observation:</b> A resident was not adequately monitored after it was determined that the health and safety of the resident was at risk.</p>				
<p><b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant is required to update their Drug &amp; Alcohol Testing and Substance Use Response procedures to include clear instructions for staff on the steps to be taken to monitor resident health and safety when substance use is suspected.</p> <p>The updated procedures and supporting documentation are to be provided to the Registry by <b>February 27, 2025.</b></p>				
<p><b>Actions taken or to be taken by Registry:</b> The Registry will review the submitted procedures and will provide education or guidance as needed.</p>				