



Assisted Living Registry

Complaint #: C2025-SU014

Substantiated Complaint Summary

Name of Residence: Teen Challenge BC – Okanagan Men’s Centre

Address: 4550 Glenmore Road, Lake Country

Legal Name of Registrant (Operator): Adult & Teen Challenge Society of BC

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 March 3, 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
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.

Table with 5 columns: Act or Regulation, Category, Date non-compliance identified, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Residents, March 3, 2026, Not in compliance. Row 2: Requirement: Section 43(4) Resident concerns and complaints. Row 3: Observation: The Registrant requires residents to use the common phone under staff supervision...



**Actions taken or to be taken by Registrant (Operator):**

The Registrant is to revise the Complaint Policy to provide protection to residents against retaliation.

The Registrant is to revise the Phone Use Procedure to ensure residents can make a complaint to the Registry that respects their privacy.

The updated policy and procedure are to be provided to the Registry by **March 24, 2026**.

**Actions taken or to be taken by Registry:** The Registry will review the updated policy and procedure and will provide education or guidance as needed.

**FINDINGS**

Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	End of Residency	March 3, 2026		Not in compliance
<p><b>Requirement: <a href="#">Section 46(b) Unplanned end of residency.</a></b> If a resident's residency ends unexpectedly, whether because the resident abandons the assisted living residence or is required to leave under the terms of the resident's residency agreement, a registrant must do all the following, as applicable:</p> <p>(b) unless it would not be reasonably practicable to do so, provide to the person</p> <ul style="list-style-type: none"> <li>(i) information respecting access to housing supports, professional health services and social services, and</li> <li>(ii) a personal naloxone kit if the person is at risk of experiencing an opioid overdose;</li> </ul>			<p><b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant.</p>	
<p><b>Observation:</b> Registrant ended a resident's residency and did not provide information about access to services, nor did they provide a naloxone kit.</p>				

**Actions taken or to be taken by Registrant (Operator):**

The Registrant is to revise the End of Residency Policy to include:

- procedure to provide information about access to housing supports, health and social services
- providing a naloxone kit if the person may be at risk of experiencing an opioid overdose.

The updated policy is to be provided to the Registry by **March 24, 2026**.

**Actions taken or to be taken by Registry:** The Registry will review the updated policy and will provide education or guidance as needed.

**FINDINGS**

Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	March 3, 2026		Not in compliance



<p><b>Requirement:</b> <a href="#">Section 56(3) Providing meals</a>. A registrant must post or otherwise provide to residents the daily menu and meal times.</p>	<p><b>Compliance Action by Registrant (Operator):</b> Required actions yet to be completed by the Registrant.</p>
<p><b>Observation:</b> The menu plan was not posted in an area visible to residents.</p>	
<p><b>Actions taken or to be taken by Registrant (Operator):</b> The Registrant is to post the menu in an area accessible to residents.</p> <p>A photograph of the posted menu plan is to be provided to the Registry by <b>March 24, 2026</b>.</p>	
<p><b>Actions taken or to be taken by Registry:</b> The Registry will review the supporting documents and will provide education or guidance as needed.</p>	