

Assisted Living Registry

Substantiated Complaint Summary

Name of Residence: New Vision Top of the Hill Recovery Centre

Address: 10386 127th St, Surrey

Legal Name of Registrant (Operator): New Vision Supportive Housing Society

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 July 7, 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.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Community Care and Assisted Living Act	Assisted Living Residences	June 11, 2026	June 18, 2026	In compliance
Requirement: Section 26(5): Operating an assisted living residence . A registrant must ensure that assisted living residence is operated in a manner that does not jeopardize the health and safety of its residents.			Compliance Action by Registrant (Operator): The registrant provided a medication management plan that outlines procedures for the storing resident medications. The plan states that in the event that a resident is unavailable to receive medication directly at the time of delivery by the pharmacy, staff will temporarily secure the medication until it can be retrieved by the resident, ensuring that medications are not handled or safeguarded by other residents.	
Observation: The registrant did not ensure that resident medications were maintained in a manner that prevented access by other residents. During the inspection, resident medications were observed to be handled and safekept by other residents.				
Actions taken or to be taken by Registrant (Operator): The registrant must provide a policy describing how a resident’s medication will be received and securely stored when a resident is unavailable at the time of pharmacy delivery. The policy must ensure that medications are accessible only to the resident for whom the medication is prescribed or secured by authorized employees until the medication can be retrieved by the resident.				
Compliance achieved June 18, 2026. No further action is required.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Housing	June 11, 2026	June 18, 2026	In compliance
Requirement: Section 15(2): If more than one class or non-resident. A registrant who operates an assisted living residence to which this section applies must do the following: (a) ensure that units for each class, and for residents and non-residents, are located in separate and distinct locations on the premises; (b) make a policy describing how the use of common areas shared by residents of more than one class, or by residents and non-residents, will be managed to protect the health and safety of residents.			Compliance Action by Registrant (Operator): The registrant submitted a shared common areas policy and provided assurance that employees and residents are no longer accommodated in the same unit.	
Observation: The residence was found to house both an employee and a resident within the same unit. In addition, another employee resides on-site; however, no policy for shared common areas between employees and residents was in place.				
Actions taken or to be taken by Registrant (Operator): The registrant is required to provide a shared common areas policy and ensure that residents and employees do not share units. Compliance achieved June 18, 2026. No further action is required.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	June 11, 2026	June 23, 2026	In compliance
Requirement: Section 43: Resident concerns and complaints . If a concern is brought or a complaint is made to the registrant, the registrant must make a record of the concern or complaint and the actions taken.			Compliance Action by Registrant (Operator): The registrant has submitted an updated complaint policy which includes appropriate documentation instructions for employees.	
Observation: The residence's complaint records were found to be inadequate, as they did not consistently document complaint concerns or the actions taken to address and resolve those concerns.				
Actions taken or to be taken by Registrant (Operator): The registrant must update the complaint policy to ensure compliance with section 43 of the Regulation, including provisions for documenting all complaints and the actions taken to respond to and resolve them.				
Compliance achieved June 23, 2026. No further action is required.				
Actions taken or to be taken by Registry: No further action.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Resident Health and Safety	June 11, 2026	July 7, 2026	In compliance
Requirement: Section 51(2)(i): Reportable incidents The registrant must notify the Assisted Living Registry within 24 hours of any reportable incident identified in Schedule E of the Regulation.			Compliance Action by Registrant (Operator): The registrant submitted an updated reportable incident policy and provided evidence that training has been delivered to employees on reportable incident criteria and reporting requirements, including the obligation to report Schedule E incidents to the Assisted Living Registry within 24 hours.	
Observation: Incidents meeting the reporting criteria set out in Schedule E of the Assisted Living Regulation were identified; however, records did not demonstrate that these incidents had been reported to the Assisted Living Registry.				
Actions taken or to be taken by Registrant (Operator): The registrant must submit all identified Schedule E reportable incidents that have not previously been reported to the Assisted Living Registry. The registrant must provide training to staff on reportable incident requirements and implement measures to ensure all future reportable incidents are reported to the Assisted Living Registry within 24 hours. Compliance achieved July 7, 2026. No further action is required.				
Actions taken or to be taken by Registry: No further action.				