



Assisted Living Registry

Complaint #: C2023-M20

Substantiated Complaint Information

Name of Residence: New Vision Renaissance Recovery House

Address: 10106 129 Street, Surrey

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

The complaint investigation was concluded on June 14, 2023. A summary of the findings of non-compliance(s) with the Community Care and Assisted Living Act (Act) and/or the Assisted Living Regulation follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions.

- In compliance: meets the requirements of the Community Care and Assisted Living Act and/or the Assisted Living Regulation.
Not in compliance: no evidence of meeting the requirements of the Community Care and Assisted Living Act and/or the Assisted Living Regulation.

Table with 5 columns: Act or Regulation, Category, Date of non-compliance, Date of compliance, Compliance Status. Row 1: Assisted Living Regulation, Residents, June 14, 2023, June 27, 2023, In compliance. Row 2: Requirement: Section 43 (1) and (3) Resident concerns and complaints. Compliance Action: The registrant submitted a complaint policy that aligns with regulatory requirements. Row 3: Observation: The registrant did not have a complaints policy or document complaints or any follow up action taken to resolve complaints. Row 4: Actions taken or to be taken by Registrant (Operator): Develop a concerns and complaint policy... Row 5: Actions taken or to be taken by Registry: No further action required.