

Substantiated Complaint Information

Name of Residence: The Village at Smith Creek

Address: 2425 Orlin Rd. West Kelowna

Legal Name of Registrant (Operator): Baptist Housing Enhanced Living Communities

The complaint investigation was concluded on May 4, 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.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	End of Residence	May 4, 2023	May 11, 2023	In compliance
Requirement: Section 46 (a) Unplanned end of residency . 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 notify the person's contact person and, if the person is the beneficiary of a funding program, a representative of the funding program.			Compliance Action: Operator has been educated on the requirements of the regulation and has assured the Registry that notification will be provided in future.	
Observation: Resident’s contact person was not notified.				
Actions taken or to be taken by Registrant (Operator): The Operator must ensure staff comply with the regulation and notify the resident’s contact person of an unplanned end of residency.				
Actions taken or to be taken by Registry: No further action required.				