

Assisted Living Registry

Complaint #: C2023-S42

**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			
<b>Requirement:</b> <a href="#">Section 46 (a) Unplanned end of residency.</a> 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.		<b>Compliance Action:</b> Operator has been educated on the requirements of the regulation and has assured the Registry that notification will be provided in future.					
<b>Observation:</b> Resident's contact person was not notified.							
<b>Actions taken or to be taken by Registrant (Operator):</b> The Operator must ensure staff comply with the regulation and notify the resident's contact person of an unplanned end of residency.							
<b>Actions taken or to be taken by Registry:</b> No further action required.							