



Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-M59

Name of Residence: New Vision Traditions Recovery House

Address: 9782 126 Street, Surrey

Legal Name of Registrant (Operator): Justin Thomas

The complaint investigation was concluded on March 10, 2024. 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	Employees	March 10, 2024	March 15, 2024	In compliance
Requirement: Section 20 (b): Must have sufficient employees . A registrant must ensure that, at all times, there are a sufficient number of employees with adequate training, experience, skills and other qualifications to provide hospitality services and assisted living services to residents (b) in a manner that will not jeopardize the health and safety of residents.			Compliance Action: The Registrant has employed an additional employee to assist in supporting the site manager at the residence.	
Observation: The residence was observed to not have sufficient employees to ensure the health and safety of residents.				
Actions taken or to be taken by Registrant (Operator): The Registrant is required to obtain an additional employee to support the residents when the manager is not on-site. March 15, 2024: No further action required.				
Actions taken or to be taken by Registry: No further action required.				