

**Assisted Living Registry**
Substantiated Complaint Information

Complaint #: C2022-M37

Name of Residence: Freedom House 13765**Address:** 13765 105 Ave, Surrey**Legal Name of Registrant (Operator):** Freedom House Recovery Society

The complaint investigation was concluded on September 21, 2022. 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	Housing	September 21, 2022	April 17, 2025	In compliance
Requirement: Section 17(1)(a) and (c): Physical requirements . A registrant must ensure that the assisted living residence is in a state of good repair and is safe, clean and free of hazards, and is well-ventilated and has sufficient lighting in units and common areas.			Compliance Action: Registrant has completed repairs and provided a maintenance policy. No further action required.	
Observation: Exposed pipes, unfinished repairs in the bathroom and no ventilation system. Evidence of mold in the bathrooms and utility area.				
Actions taken or to be taken by Registrant (Operator): Registrant completed repairs and covered exposed pipes. Registrant addressed ventilation issues and remove and cleaned areas where mold was present to prevent recurrence. Registrant submitted evidence of the completed repairs to the Assisted Living Registry. Registrant submitted a policy outlining how the property will be maintained.				
Actions taken or to be taken by Registry: No further action.				



FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	September 21, 2022	June 24, 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 in a manner that will not jeopardize the health and safety of residents.			Compliance Action: Registrant has employed an additional employee. Registrant provided a staff plan and requested documents. No further action required.	
Observation: Inadequate staffing based on the number of residents and duties of the registrant to provide hospitality and assisted living services.				
Actions taken or to be taken by Registrant (Operator): Registrant hired additional staff to support the operations of the residence. Registrant provided a staff plan and all requested employee documents to the Assisted Living Registry.				
Actions taken or to be taken by Registry: No further action.				