

Name of Residence: It's Up to You – Site 3A

Address: 13274-113B Ave, Surrey

Legal Name of Registrant (Operator): It's Up to You Recovery House Society

The complaint investigation was concluded on August 2, 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	June 6, 2022	September 15, 2022	In compliance
Requirement: Section 17(1): 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			Compliance Action: Follow up site inspection found repairs had been made to the fence and the broken pane of glass was removed. The operator submitted photographic evidence demonstrating the remaining items had been addressed.	
Observation: Fence panels on property were missing and falling over. A large broken pane of glass was propped up on a fence. The basement exterior exit was blocked and there was a hole in the concrete of the stairwell. Kitchen cupboards were missing doors, piles of clothing and other items were stored under the stairs and in a decommissioned laundry room.				
Actions taken or to be taken by Registrant (Operator): Make repairs to the fence, kitchen and exit stairwell. Remove the broken glass and clean up the areas under the stairs and in the decommissioned laundry room.				
Actions taken or to be taken by Registry: Conduct follow up site inspection.				