

Assisted Living Registry

Substantiated Complaint Information

Complaint #: C2023-S82

Name of Residence: The Village at Mill Creek

Address: 1450 Sutherland Avenue

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

The complaint investigation was concluded on November 8, 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 noncompliance | Date of compliance | Compliance Status |
| Assisted Living Regulation | Residents | November 8, 2023 | December 8, 2023 | In compliance |
| Requirement: Section 43 (3) Resident concerns and complaints . If a concern is brought or a complaint is made to the registrant, the registrant must make reasonable attempts to address the concern or resolve the complaint and make a record the actions. | | | Compliance Action: The Registrant submitted an updated complaint policy and confirmation that staff have received training on the policy. | |
| Observation: The Registrant did not have records on file pertaining to a complaint made by a resident, or of any attempts to address the complaint. | | | | |
| Actions taken or to be taken by Registrant (Operator): The Registrant must submit to the Registry an updated complaint policy and confirmation that all staff have received training on the updated complaint policy. No further actions. | | | | |
| Actions taken or to be taken by Registry: No further action is required. | | | | |