

Assisted Living Registry

Substantiated Complaint Summary

Complaint #: C2025-SU015

Name of Residence: New Vision Renaissance Recovery House

Address: 10106 129 St, Surrey, BC V3T 3G7

Legal Name of Registrant (Operator): New Vision Supportive Housing Society

This report is a summary of issues found to be non-compliant with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) (Regulation) as a result of a complaint investigation. The complaint investigation was concluded on August 19, 2025. This information is updated as the operator comes into compliance.

Definitions used in this summary report:

- Actions to be taken by the Assisted Living Registry (Registry):** The follow up that the Registry will do to assess if corrections have been completed.
- Actions to be taken by Registrant (Operator):** The issues identified that the operator must correct, and the date on which the correction is due.
- Date of compliance:** The date the operator has corrected the issues to meet the requirement of the Act and/or the Regulation.
- Compliance Status**
 - Non-compliance:** The operator does not meet the requirement of the Act and/or the Regulation.
 - In compliance:** The operator has met the requirement of the Act and/or the Regulation.

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Employees	August 19, 2025		Non-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 by Registrant (Operator): Required actions yet to be completed by the registrant.	
Observation: A resident (House Monitor) was observed performing duties required to be delivered by an employee, including provision of hospitality services and monitoring of resident health and safety.				
Actions taken or to be taken by Registrant (Operator): Provide the Registry with a revised House Monitor role description that clearly distinguishes the resident position from staff roles and excludes any responsibilities related to the provision of assisted living services, hospitality services, or the monitoring of resident health and safety.				
The revised House Monitor role description must be provided by December 5, 2025.				
Actions taken or to be taken by Registry: Review revised House Monitor role description and conduct follow-up site inspection.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	August 19, 2025		Non-compliance
Requirement: Section 43(1)(a) Resident concerns or complaints . A registrant must make a policy describing how residents and their contact persons and personal representatives, if any, may bring a concern or make a complaint to the registrant about any matter relevant to the operation of the assisted living residence, the provision of hospitality services and assisted living services, or the implementation of their residency agreements.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the registrant.	
Observation: A resident (House Monitor) was found to be receiving and managing complaints from fellow residents.				
Actions taken or to be taken by Registrant (Operator): Provide the Registry a revised complaint policy that identifies the person(s) responsible for addressing complaints at New Vision Renaissance Recovery House, taking into consideration that person(s) responsible for addressing complaints cannot be a resident and the requirement to ensure confidentiality in accordance with Section 75 of the Regulations. The Registrant must also provide evidence that staff have been trained on, and residents have been informed of, the revised complaint policy. The revised complaint policy must be provided by December 5, 2025.				
Actions taken or to be taken by Registry: Review revised complaint policy and conduct follow-up site inspection.				

FINDINGS				
Act or Regulation	Category	Date non-compliance identified	Date of compliance	Compliance Status
Assisted Living Regulation	Providing Hospitality Services	August 19, 2025		Non-compliance
Requirement: Section 56 (1)(a) Providing meals . A registrant must ensure that all meals, fluids and snacks provided to residents are consistent with the menu plan.			Compliance Action by Registrant (Operator): Required actions yet to be completed by the registrant	
Observation: It was observed that the Registrant was not providing meals, fluids, and snacks in accordance with the established menu plan.				
Actions taken or to be taken by Registrant (Operator): 1. For a period of four consecutive weeks, the Registrant is to provide the Registry with a weekly meal service log that includes the Dietician and Registrar approved weekly meal plan and any substitutions that were provided for the previous seven days (Monday through Sunday), documenting what was provided each day for breakfast, lunch, dinner, snacks and fluids. The substitutions to the weekly meal plan must align with the Canada Food Guide.				



2. For the same period of four consecutive weeks, the Registrant is to provide the Registry with the weekly grocery receipts and, if food donations are received, provide a food donation inventory with dates that items were received and used, including if used as a substitution (or frozen for future use).

The weekly meal service log, grocery receipts and food donation inventory (if any donations received) must be provided for four consecutive weeks beginning November 24, 2025.

Actions taken or to be taken by Registry: Review weekly meal service log, grocery receipts and food donation inventory provided. Conduct follow-up site inspection.