



Assisted Living Registry
Substantiated Complaint Information

Name of Residence: Evergreen Timbers
Address: 5464 203rd Street, Langley
Legal entity of Residence: Langley Lions Senior Citizens Housing Society
Provider of Prescribed Services: By operator
Date of complaint investigation: March 6, 2017
Inspection Date: March 23, 2017

All findings are assigned a determination based on the following definitions:

- In compliance: meets the requirements of the Assisted Living Registrar's provincial health and safety standards and policies
Not fully compliant: missing required elements for full compliance
Not in compliance: no evidence of meeting the standards and policies

Table with 4 columns: Findings, At complaint, At web posting. Rows include Standard 1 (Building maintenance), Standard 2 (Hospitality services), Standard 3 (Staff availability), and ALR Handbook policy - 1 (Complaints).

	<p>Registrants must provide residents with internal and external complaint policies and must not prevent or intimidate residents and/or families from initiating a complaint.</p> <p><b>Actions taken since complaint:</b></p> <ul style="list-style-type: none"><li>• Internal complaint process distributed to residents and posted in visible area.</li><li>• ALR complaint brochure posted in visible area.</li></ul>	<p><b>Not fully compliant</b></p>	<p><b>In compliance March 24, 2017</b></p>
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