

## Proposed Elements for the Assisted Living (AL) Regulation for Seniors and Mental Health and Substance Use (MHSU) sectors

<b>SelectSurvey Sections</b>	<b>Proposed Elements</b> <ul style="list-style-type: none"> <li>• Unless noted in colour, proposed elements pertain to both the <b>Seniors'</b> and <b>MHSU</b> sectors</li> <li>• <b>TAN shading means an element is currently in the Assisted Living Regulation</b></li> </ul>
<b>DEFINITIONS</b>	<b>PAGE 4 OF SURVEY</b>
	<ul style="list-style-type: none"> <li>• <b>Unit or resident unit</b> means each room or set of rooms in an assisted living residence that is <ul style="list-style-type: none"> <li>○ used as the personal living quarters of a resident, or</li> <li>○ shared as personal living quarters by more than one resident</li> </ul> </li> <li>• <b>Criminal record check</b> means a criminal record check by the Criminal Records Review Program authorized under the <i>Criminal Records Review Act</i>.</li> <li>• <b>Health professional</b> means a person who is registered as a member of a college of a health profession designated under the <i>Health Professions Act</i>, or registered as a member of the British Columbia College of Social Workers under the <i>Social Workers Act</i>.</li> <li>• <b>On a regular basis</b> means something that is common and happens with some regularity or predictability</li> <li>• <b>Unscheduled</b> means something that is not arranged or planned according to a timetable</li> <li>• <b>Personal needs funds</b> are “small amounts of cash held in safekeeping on the premises by an operator for residents to meet day-to-day expenses”.</li> <li>• <b>Personal property</b> means tangible items such as jewelry or a stamp collection, not personal assets</li> <li>• <b>Personal service plan</b> means an agreement between the individual resident and the registrant and includes the nature of the resident’s needs and service requests, the risk the resident is facing and a plan for the delivery of services</li> <li>• <b>Dietary plan</b> means a written plan defining the requirements for producing food to meet the resident’s individual dietary needs. It includes special instructions where needed.</li> <li>• <b>Routine modifications to the regular menu plan</b> means to make changes to the regular menu plan to accommodate residents’ personal choices (e.g. low sugar, low sodium, texture modified food because of chewing difficulties due to loose fitting dentures).</li> <li>• <b>Special diet</b> means the modification of a regular diet to fit residents’ food preferences and needs and/or religious practices and cultural customs including: <ul style="list-style-type: none"> <li>○ religious practices, and cultural customs (vegan, vegetarian, Kosher, ethnic, mechanically altered)</li> <li>○ food allergies and/or intolerances</li> </ul> </li> <li>• <b>Therapeutic diet</b> is a resident’s unique diet, designed, initiated or established and monitored by a health</li> </ul>

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	<p>professional for the treatment of a disease or clinical condition</p> <ul style="list-style-type: none"> <li>• <b>Accredited educational institution</b> means a recognized Health Care Assistant (HCA) program as set out by the British Columbia Care Aide and Community Health Worker Registry.</li> <li>• <b>Watchful eye</b> means that “If a registrant notices a problem in relation to a resident’s health or safety, they have a responsibility to follow up on the issue”.</li> <li>• <b>Optional services</b> means services provided by external service providers that are not hospitality services or assisted living services provided by the operator.</li> <li>• <b>Restraint</b> means any chemical, electronic, mechanical, physical or other means of controlling or restricting a resident’s freedom in an assisted living residence.</li> </ul> <p><b>MHSU only</b></p> <ul style="list-style-type: none"> <li>• <b>Volunteer</b> means a resident or other individual present in a supportive recovery residence whose lived experience is identified and central to their role as a resource, a helping hand, or a sounding board. Volunteers provide support, encouragement, and information to other residents in the recovery program.</li> </ul> <p><b>Assisted living services:</b></p> <ul style="list-style-type: none"> <li>• <i>assistance with the activities of daily living</i> means assisting a resident on a regular basis with eating, moving about, dressing, grooming, bathing or other forms of personal hygiene</li> <li>• <i>assistance with managing medication</i> means assisting a resident with the refilling, receiving, storage, distribution or administration of a resident’s medication</li> <li>• <i>assistance with the safekeeping of money and other personal property</i> means assisting a resident with keeping and tracking a resident’s money and other personal valuables on the resident’s behalf</li> <li>• <i>assistance with managing therapeutic diets</i> means providing a therapeutic diet and assisting a resident with following the therapeutic diet</li> <li>• <i>assistance with physical or occupational therapy</i> means providing an individualized service plan of physical therapy or occupational therapy and assisting a resident with following the service plan. The individualized services are designed, initiated or established and monitored by a health professional for the treatment of a disease or clinical condition.</li> <li>• <i>assistance with behaviour management</i> means assisting a resident to carry out an individualized behaviour plan</li> </ul>

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<b>REGISTRATION</b>	<b>PAGE 5 OF SURVEY</b>
Application for registration	<ul style="list-style-type: none"> <li>• Application must be in writing and must provide any information the registrar considers necessary related to the operation of the residence, in the form required by the registrar including: <ul style="list-style-type: none"> <li>○ confirmation that the residence meets requirements under the <i>Public Health Act</i></li> <li>○ confirmation that the residence meets requirements under the <i>BC Building Code</i>, where there has been renovation or change of use</li> <li>○ confirmation that the residence meets requirements under the <i>Fire Code</i></li> <li>○ confirmation that registrant complies with the <i>Criminal Records Review Act</i></li> <li>○ statement of resident rights</li> <li>○ target resident population identified</li> <li>○ detailed descriptions of services offered</li> <li>○ fire safety plan</li> <li>○ emergency response plan</li> <li>○ confirmation of the corporate status of the registrant</li> </ul> </li> <li>• any other or further information the registrar considers necessary in respect of the operation of the assisted living residence.</li> <li>• Registrants must submit separate applications for registration for each different class of registration (population).</li> <li>• must not accommodate residents in more units than are registered</li> </ul>
Registration certificate	<ul style="list-style-type: none"> <li>• display registration certificate, including any conditions of the registration, in a prominent place in the residence</li> </ul>
Identifying AL units	<ul style="list-style-type: none"> <li>• Registrant must be able to identify which units are accommodating residents receiving assisted living services when there is a campus of care</li> </ul>
Notice of change to operations	<ul style="list-style-type: none"> <li>• Registrant must provide written notification of changes within five working days to: <ul style="list-style-type: none"> <li>○ residence name and/or other trade name</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ residence contact information (mailing address, phone number, email address)</li> <li>○ registrant contact information (authorized representative, phone number, email address)</li> <li>○ residence site manager</li> <li>○ number of registered units</li> <li>○ resident population</li> <li>○ residence building structure</li> <li>○ a change or addition to the assisted living services provided</li> <li>• 90 days advanced written notice of: <ul style="list-style-type: none"> <li>○ ceasing operation</li> <li>○ changing ownership of residence</li> <li>○ moving operation</li> </ul> </li> </ul>
RESIDENCE REQUIREMENTS	PAGE 6 OF SURVEY
Environment	<p>Registrant must ensure:</p> <ul style="list-style-type: none"> <li>• that building design, construction and occupancy comply with the requirements of relevant legislation, regulations, bylaws and codes.</li> <li>• that common areas and resident units accommodate needs of residents using the common areas or units</li> <li>• that resident units meet the health and safety needs of residents</li> <li>• if registrant accommodates residents with mobility aid, must ensure that a resident who requires a mobility aid may access all areas intended to be used by residents</li> <li>• adequate and appropriate social and recreational space for residents</li> <li>• a clean and comfortable environment for residents</li> <li>• thoroughly clean residence on a regularly scheduled basis and maintain level of cleanliness between scheduled cleaning</li> </ul>
Maintenance	<p>Registrant must ensure:</p> <ul style="list-style-type: none"> <li>• the assisted living residence, its grounds, and common areas are in safe condition and maintained free of hazards and in compliance with the requirements of relevant legislation, regulations, bylaws and codes</li> <li>• the residence, equipment and furniture provided by the registrant are well maintained and in good working order</li> <li>• that security measures are in place that protect residents from intruders</li> <li>• heating and cooling as necessary to maintain a temperature that supports the safety of all residents and the comfort of the majority of residents</li> </ul>

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	<ul style="list-style-type: none"> <li>• Must have and follow policy regarding smoking and vaping, consistent with the requirements of relevant legislation, regulations, bylaws and codes</li> </ul>
Fire Safety	<ul style="list-style-type: none"> <li>• Fire safety plan submitted to, and reviewed with, the local fire authority.</li> <li>• If requested by registrar, must provide proof of compliance with local fire authority's requirements</li> </ul>
Emergency Preparedness	<ul style="list-style-type: none"> <li>• Registrants must respond immediately and appropriately to missing residents, accidents, medical emergencies or deaths Registrant must:</li> <li>• Have an emergency plan that sets out procedures to prepare for, mitigate, respond to and recover from any emergency, including procedures for the evacuation of residents and</li> <li>• a plan that sets out how residents will continue to receive services in the event of an emergency</li> <li>• Emergency plan must be linked to the community emergency plan, if applicable</li> <li>• ensure that each employee is trained in the implementation of the emergency plans, including the use of any equipment noted in the plan</li> <li>• display copy of the emergency plan in a prominent place in the residence showing exits, emergency shut off valves, and locations of fire extinguishers</li> <li>• ensure that all employees have access, in an emergency, to reliable communication equipment</li> <li>• ensure emergency plan identifies support each resident requires to self-preserve</li> <li>• educate each resident regarding emergency procedures</li> <li>• Emergency alarm systems are appropriate to the needs of the resident population (s)</li> <li>• update plan if there is any change in the building</li> <li>• provide well-equipped first aid supplies onsite and available to staff and residents</li> <li>• ensure there is an employee on site or in close proximity at all times with valid and current first aid certification</li> <li><b>MHSU only</b></li> <li>• must have written policies and procedures to prevent as well as to respond to opioid overdose incidents (could pertain to some seniors assisted living sites that accommodate young adults, but the requirement would not be mandatory for all seniors residences)</li> </ul>
Infection control	<p>Registrant must have</p> <ul style="list-style-type: none"> <li>• a plan to prevent and control the spread of infectious diseases</li> <li>• written policies and procedures for employees for: preventing and containing infectious diseases; when to report infectious diseases to local public health</li> <li>• must educate about how to minimize the spread of infection and provide residents with general information about basic</li> </ul>

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	<p>hygiene</p> <ul style="list-style-type: none"> <li>• must follow provincial influenza vaccine policy</li> </ul>
Weapons	<ul style="list-style-type: none"> <li>• A registrant must not permit on the premises of an assisted living residence weapons within the meaning of the Criminal Code (Canada)</li> </ul>
STAFFING REQUIREMENTS	PAGE 7 OF SURVEY
Management	<p>Registrants must ensure:</p> <ul style="list-style-type: none"> <li>• site management and leadership is effective and appropriate for the resident population</li> <li>• documented operating philosophy of the residence reflects the principles and values associated with assisted living</li> <li>• policies and procedures in place to direct all aspects of the residences that may impact resident health and safety</li> <li>• job and role description for each position, including all volunteer roles that include: <ul style="list-style-type: none"> <li>○ job qualifications</li> <li>○ duties and responsibilities</li> <li>○ scope of position</li> </ul> </li> <li>• review residence operations</li> <li>• provide employee orientation and ongoing training to develop and maintain employee knowledge and skills</li> <li>• written personnel records for all employees</li> <li>• Where services are contracted out, the contract stipulates that the contractors must hire qualified and appropriate employees.</li> <li>• must conduct health, safety and satisfaction surveys of residents</li> </ul>
Employee requirements	<ul style="list-style-type: none"> <li>• Registrants must ensure that effective and appropriate recruitment and selection practices are in place including not employing a person before obtaining: <ul style="list-style-type: none"> <li>○ a current criminal record check for the person</li> <li>○ record of person's work history</li> <li>○ evidence of the person's training and skills</li> <li>○ documented references indicating the person has the personality, ability and temperament to work with residents</li> </ul> </li> <li>• Ongoing, Registrants must not employ a person unless satisfied, based on information available, that the person <ul style="list-style-type: none"> <li>○ has the personality, ability and temperament to manage or work with residents</li> <li>○ demonstrates the skill necessary to carry out assigned duties</li> </ul> </li> </ul>
Staffing	Registrant must:

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Employee qualifications and ongoing training	<ul style="list-style-type: none"> <li>• ensure that, at all times the employees on duty are sufficient in numbers, to provide the assisted living services offered and meet the hospitality service needs in a manner that does not jeopardize the health and safety of residents</li> <li>• have written contingency plan for dealing with situations where regular staff is not available</li> </ul> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• provide professional oversight of nonprofessional staff who provide assisted living services</li> </ul> <p>Registrants must:</p> <ul style="list-style-type: none"> <li>• ensure employees have qualifications consistent with their job responsibilities</li> <li>• provide employee orientation and ongoing training to develop and maintain employee knowledge and skills</li> </ul> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• ensure employees providing assisted living services have a home support/care aide certification from an accredited educational institution or an equivalent combination of education and experience as determined by an accredited educational institution</li> </ul> <p><b>MHSU only:</b></p> <p>Registrants must ensure that at least one person responsible for overseeing the delivery of assisted living services have obtained all of the following:</p> <ul style="list-style-type: none"> <li>• 19 years of age</li> <li>• demonstrated effective and appropriate experience for the resident population</li> <li>• A high school diploma or GED and post-secondary education such as a degree, diploma or certificate in a related field from a post-secondary institution</li> </ul>
<b>OPERATIONS: ENTRY/EXIT</b>	<b>PAGE 8 OF SURVEY</b>
Information provided to residents before entry to the residence	<p>Registrants must:</p> <ul style="list-style-type: none"> <li>• fully inform prospective residents about the hospitality and assisted living services offered in the residence</li> <li>• ensure signed residency agreement that includes: <ul style="list-style-type: none"> <li>○ responsibilities of registrant and resident</li> <li>○ fees (rent)</li> <li>○ services included in fees</li> <li>○ rules, expectations for residents</li> <li>○ criteria that require development of a transition plan</li> <li>○ criteria for when a resident can no longer remain at the residence</li> </ul> </li> </ul>

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Entry screening	<p>Before allowing a person to reside in a residence, a registrant must:</p> <ul style="list-style-type: none"> <li>• screen the person to ensure they meet the requirements of section 26.1 of the Act</li> <li>• screen the person for suitability in relation to building design features, hospitality and assisted living services offered</li> <li>• provide residents an opportunity to: <ul style="list-style-type: none"> <li>○ identify their need for a special or therapeutic diet</li> <li>○ identify needs associated with chewing and swallowing ability</li> </ul> </li> <li>• consider, as part of the screening process, all of the following <ul style="list-style-type: none"> <li>○ the training experience of the employees, the number of employees</li> <li>○ the design of the residence, its construction, and the facilities and equipment within the residence</li> <li>○ the needs of the person, including any needs that should be identified in a personal service plan</li> <li>○ the health and safety of other residents</li> </ul> </li> </ul>
Personal service plan	<p>Registrant must:</p> <ul style="list-style-type: none"> <li>• develop a personal service plan in conjunction with resident <ul style="list-style-type: none"> <li>○ <b>Seniors</b> - upon resident's entry into residence</li> <li>○ <b>MHSU</b> - within 1 week of entry</li> </ul> </li> <li>• ensure resident has access to personal service plan</li> <li>• identify which assisted living services are being provided to the resident and the resident's needs in relation to each assisted living and hospitality service provided</li> <li>• include unique needs of residents regarding responding to emergencies</li> <li>• ensure personal service plan implemented, reviewed regularly and modified if there is a substantial change in resident's needs</li> </ul>
Informed consent	<ul style="list-style-type: none"> <li>• before allowing a person to reside in a residence, registrant must ensure a resident or their representative has consented in writing to reside in the residence</li> </ul>



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Transition plans	<ul style="list-style-type: none"> <li>• Where a resident's needs exceed the service delivery capacity of the residence, a registrant must initiate the development of a transition plan for: <ul style="list-style-type: none"> <li>○ transitioning the resident out of the residence</li> <li>○ ensuring the resident's health and safety while they remain in residence</li> </ul> </li> <li>• If a resident no longer meets the criteria set out in section 26.1, a registrant must initiate the development of a plan for: <ul style="list-style-type: none"> <li>○ transitioning the resident out of the residence</li> <li>○ ensuring the resident's health and safety, and that of other residents, while they remain in residence</li> </ul> </li> <li>• a transition plan must be developed in consultation with the resident, their physician, family, support person and health authority case manager, if appropriate</li> <li>• a transition plan must minimize risks to residents exiting residence</li> <li>• Registrants must provide written notice to a resident before requiring the resident to exit the residence, unless there is imminent risk to health and safety of others</li> </ul>
<b>OPERATIONS: AL SERVICES</b>	<b>PAGE 9 OF SURVEY</b>
Assisted Living Services – General	<p>Registrant must</p> <ul style="list-style-type: none"> <li>• not provide an assisted living service to a resident unless a resident requests and consents to the service</li> <li>• provide assisted living services in a manner that promotes the resident's independence and respects the resident's right to make decisions about the services they receive</li> <li>• deliver assisted living services in a manner that does not place the health or safety of residents at risk</li> <li>• ensure assisted living services are provided in a manner consistent with standard practice</li> <li>• have written policies and procedures for the purposes of guiding staff in all matters relating to the provision of assisted living services to residents</li> <li>• ensure an appropriate professional registered under the <i>Health Professions Act</i> assesses resident needs, plans the assisted living service, assigns the service to the appropriate unregulated employees, trains and supports unregulated employees, oversees implementation of the service and monitors ongoing delivery of the service</li> </ul>
Delegation and assignment	<ul style="list-style-type: none"> <li>• Registrants must ensure appropriate delegation and assignment of tasks performed by unregulated care providers as per the appropriate College Practice Standard</li> </ul>
Assistance with activities of daily living (ADLs)	<p>If providing assistance with ADLs, a Registrant must:</p> <ul style="list-style-type: none"> <li>• observe and report changes in resident's health status</li> </ul>

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Assistance with managing medication	If providing assistance with managing medication, a registrant must: <ul style="list-style-type: none"> <li>• if a registrant administers medications to residents, the registrant must</li> <li>• make a record of all medication errors in the administration of medication, and</li> <li>• make the record available to the Registrar if the registrar requests (ALR, Medication Administration, 6, 2)</li> <li>• assess and observe a resident's ability to manage their own medications</li> <li>• allow resident to use pharmacy of own choice</li> <li>• obtain the resident's written permission if resident wants registrant to initiate refills, receive medications from the pharmacy, or deliver the medications to the residents unit</li> <li>• document medication services in a resident's personal service plan</li> <li>• only administer prescribed medication and administer medications as prescribed</li> <li>• provide compliance packaging medications</li> <li>• review medication practices annually to ensure they are consistent with policies and procedures</li> </ul> <b>Seniors only:</b> <ul style="list-style-type: none"> <li>• support/promote self-administration and in-unit storage of medications</li> </ul>
Medication Storage  Assisted Living Regulation (ALR) – Section 5	<ul style="list-style-type: none"> <li>• if providing medications storage in a central location, the registrant must:               <ul style="list-style-type: none"> <li>○ consult with a pharmacist regarding proper procedures for medication storage and distribution on an annual basis;</li> <li>○ make a record of the consultation; and</li> <li>○ make the record available to the registrar if the registrar requests</li> </ul> </li> <li>• If a registrant stores medications for residents in a central location in an assisted living residence, the registrant must ensure the prompt return to the pharmacy that dispensed it of any medication that               <ul style="list-style-type: none"> <li>○ has expired, or</li> <li>○ is no longer in use by the resident for whom the medication was prescribed</li> <li>○ was left by a resident who has ceased to reside at the residence</li> </ul> </li> <li>• ensure medications remain in original labelled container/package until administered</li> <li>• ensure all medication safely and securely stored</li> </ul>
Assistance with managing Therapeutic diets	If providing assistance with managing therapeutic diets Registrants must: <ul style="list-style-type: none"> <li>• ensure resident's health and nutritional status is monitored by a Registered Dietitian</li> <li>• ensure that the requirements of a therapeutic diet are documented in a dietary plan</li> <li>• must observe and check whether the resident is following the therapeutic diet</li> </ul>
Assistance with	If providing assistance with physical or occupational therapy, registrants must ensure that:

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physical or occupational therapy	<ul style="list-style-type: none"> <li>• a health professional develops a written rehabilitation plan for a resident,</li> <li>• the requirements of a physical or occupational therapy services are documented in a physical or occupational therapy plan</li> <li>• a health professional designs, initiates and monitors the physical or occupational therapy plan.</li> </ul>
Assistance with the safekeeping of money and other personal property	<p>If providing assistance with the safekeeping of money or other personal property, a Registrant must:</p> <ul style="list-style-type: none"> <li>• hold the money or personal property on the premises</li> <li>• must not hold personal assets such as a deed to a home, a stamp collection or a vehicle</li> <li>• have a record of the resident requesting this service</li> <li>• have a system in place to keep a record of transactions including:               <ul style="list-style-type: none"> <li>○ a record of residents receiving this service(s)</li> <li>○ resident authorization for each transaction(s)</li> <li>○ a receipt for each transaction</li> <li>○ property inventory list(s)</li> <li>○ a record of money, valuables returned to resident/family when resident leaves or dies</li> <li>○ keeping records and making records available for inspection by resident or their representative</li> </ul> </li> <li>• provide resident a quarterly account of funds held on behalf of resident</li> <li>• return money held in trust upon request by the resident or their representative</li> <li>• Registrant is not required to pay interest on funds held on behalf of resident</li> </ul>
Assistance with behaviour management	<p>If registrant providing assistance with behaviour management, must ensure that:</p> <ul style="list-style-type: none"> <li>• qualified professionals are involved in assessing residents, developing individualized behaviour management plans, training staff and overseeing the implementation of behaviour management plans.</li> <li>• the resident's personal services plan contains a behaviour management plan that provides sufficient detail to guide nonprofessional staff.</li> <li>• the resident consents to the service</li> </ul>
Psychosocial supports	<p>If providing this service, a registrant must:</p> <ul style="list-style-type: none"> <li>• have written policies and procedures outlining a psychosocial supports program</li> <li>• ensure that the program is provided by or through the operator</li> <li>• provide a structured program that includes one-on-one and group components</li> <li>• ensure that the general psychosocial support program schedule is posted in a visible location including topics, frequency,</li> </ul>

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	<ul style="list-style-type: none"> <li>• Unless noted in colour, proposed elements pertain to both the <b>Seniors'</b> and <b>MHSU</b> sectors</li> <li>• <b>TAN shading means an element is currently in the Assisted Living Regulation</b></li> </ul> <p>and times</p> <ul style="list-style-type: none"> <li>• ensure that there is an Individualized psychosocial plan documented in the resident's personal service plan specific to the supports provided</li> <li>• ensure that staff review the resident's personal service plan with the resident and provide feedback where appropriate</li> <li>• ensure that the plan has been updated a minimum of once a month in conjunction with the resident</li> <li>• ensure that psychosocial supports for those individuals with severe mental disorders are approved by a qualified mental health clinician responsible for providing treatment and overseeing support services</li> </ul>
<b>OPERATIONS: HOSPITALITY SERVICES</b>	<b>PAGE 10 OF SURVEY</b>
Laundry	<p>Registrant must:</p> <ul style="list-style-type: none"> <li>• provide flat linens</li> <li>• ensure the linens provided by the registrant are clean, fresh, dry, in good condition and changed regularly</li> <li>• ensure the linens provided by the registrant meet the needs of each resident</li> <li>• store clean linens in a manner that prevents contamination</li> <li>• provide laundry equipment for resident use or laundry services</li> <li>• Registrant must ensure laundry equipment and area are safe, clean and in good repair</li> </ul> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• must change linens at time intervals necessary to avoid health issues</li> </ul> <p><b>MHSU only:</b></p> <ul style="list-style-type: none"> <li>• must change linens weekly</li> <li>• if required, must provide instruction and coaching to residents</li> </ul>
Housekeeping	<p>Registrant must:</p> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• provide regularly scheduled cleaning of major hard surfaces in a resident's unit that maintains a safe, clean and sanitary environment</li> <li>• have housekeeping policies that set out frequency of service and provide flexibility to ensure service is appropriate to individual resident needs</li> </ul>

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	<p><b>MHSU only:</b></p> <ul style="list-style-type: none"> <li>• ensure there is cleaning equipment and supplies that are in working order</li> <li>• provide sufficient support to residents to ensure that resident units and common areas are maintained to ensure resident health and safety</li> <li>• if required, provide instruction and coaching to residents</li> </ul>
Meal services	<p>Registrant must:</p> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• ensure there is a menu, with minimum 3-week cycle</li> <li>• <u>at registration</u> - have menu approved by a Registered Dietitian to ensure it meets nutritional requirements of Canada's Food Guide</li> <li>• <u>ongoing</u> - have menu approved by a Registered Dietitian whenever the operator believes there has been a significant change in the menu or at a minimum of every five years</li> <li>• ensure that when menu substitutions are made, the substitutions are:           <ul style="list-style-type: none"> <li>○ from within the same good groups and provided similar nutritional value as the original menu items, and</li> <li>○ are communicated to the residents</li> </ul> </li> <li>• ensure menu and times when meals, fluids and snacks are provided are communicated to each resident in an appropriate manner</li> <li>• ensure that meals, fluids and snacks:           <ul style="list-style-type: none"> <li>• meet the current nutritional requirements of Canada's Food Guide</li> <li>• are provided in a texture appropriate for the resident</li> <li>• are provided in sufficient quantities to ensure adequate hydration and that the residents' nutritional needs are met</li> <li>• are palatable, safe and provide a variety of choices</li> </ul> </li> <li>• ensure that residents can access meals by:           <ul style="list-style-type: none"> <li>○ making provision for meals being available in resident units when residents are temporarily confined to their units for medical reasons and</li> <li>○ assisting residents in getting to the dining room as required</li> </ul> </li> <li>• Where a registrant agrees to a resident's request for a special diet, they must           <ul style="list-style-type: none"> <li>○ obtain professional advice to plan menu rotations that will provide, balanced, nutritious meals consistent with the resident's request and</li> <li>○ establish a dietary plan as part of the resident's personal service plan</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Registrant must periodically solicit feedback from residents about meal services and respond to this feedback</li> <li><b>MHSU only:</b></li> <li>• have written meal service policies and procedures</li> <li>• ensure there is a weekly menu</li> <li>• ensure that meals, fluids and snacks:               <ul style="list-style-type: none"> <li>○ meet the current nutritional requirements of Canada's Food Guide</li> <li>○ are provided in a texture appropriate for the resident</li> <li>○ are provided in sufficient quantities to ensure adequate hydration and that the residents' nutritional needs are met</li> <li>○ are palatable, safe and provide a variety of choices</li> </ul> </li> <li>• Where a registrant agrees to a resident's request for a special diet, they must establish a dietary plan as part of the resident's personal service plan</li> </ul>
Food safety	<ul style="list-style-type: none"> <li>• Registrants must adopt safe practices for the obtaining, storage, preparation and serving of meals. If a residence does not meet the definition of a food service establishment, under the Food Premises Regulation, one employee must be on site, at all times when meals are being prepared, who holds a certificate, issued by a health officer (as designated under the <i>Public Health Act</i>), for the successful completion of the food handler training program known as FOODSAFE or its equivalent</li> </ul>
Social and recreational opportunities	<p>Registrant must:</p> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• provide social and recreational activities that meet the needs and preferences of the residents</li> <li>• periodically solicit feedback from residents about social and recreational activities and respond to this feedback</li> <li>• If providing activities offsite, must ensure safe transportation to and from social and recreational outings</li> <li>• post 2-week calendar of planned activities</li> <li>• ensure employees planning, developing, coordinating and delivering social and recreational activities have appropriate skills, knowledge and abilities to do so in a way that meets the interests of residents</li> </ul> <p><b>MHSU only:</b></p> <ul style="list-style-type: none"> <li>• provide social and recreational activities that meet the needs and preferences of the residents</li> <li>• ensure that new residents receive an orientation to on site and off site community resources</li> <li>• ensure that information about social and recreational activities as well as community resources is communicated to residents in an appropriate manner</li> </ul>
24 hour	Registrant must:

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emergency response system	<ul style="list-style-type: none"> <li>• provide a 24-hour emergency response system and ensure system is appropriate for the building and suitable for the needs of the residents</li> <li>• For residences where staff is not available 24/7, ensure that documentation shows that residents are taught to respond appropriately to emergencies when staff is not on the premises</li> <li>• orient new residents how to deal with emergencies</li> </ul> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• ensure that the emergency response system is maintained, inspected and tested as recommended by the system's manufacturer or at a minimum of once per year</li> </ul>
<b>OPERATIONS: GENERAL</b>	<b>PAGE 11 OF SURVEY</b>
Duty for oversight	Registrants must <ul style="list-style-type: none"> <li>• maintain a “watchful eye” over residents’ health and safety</li> <li>• not intrude unnecessarily into the private lives and personal decision-making of residents</li> <li>• follow up on health and safety concerns with the resident and/or their designated person</li> </ul>
Continuation of services	<ul style="list-style-type: none"> <li>• Registrant must have contingency plan for continuation of services in the event of <u>disruption to regular work force</u> i.e., power failure, natural disaster, employment disruption</li> </ul>
Health and safety plan	<ul style="list-style-type: none"> <li>• if requested by registrar, registrant must provide a plan to ensure health and safety of residents during investigation</li> </ul>
Access to External service providers	<ul style="list-style-type: none"> <li>• Registrants must not prevent a resident from seeking professional health services from a health professional of their choice</li> <li>• Registrant must not prevent a resident from obtaining optional services</li> </ul>
Prevention of abuse and neglect	<ul style="list-style-type: none"> <li>• Registrants must protect residents from abuse and neglect by responding promptly to allegations of abuse or neglect</li> <li>• Registrant must develop and maintain written policies and procedures that:               <ul style="list-style-type: none"> <li>○ promote prevention of abuse and neglect of residents</li> <li>○ provide direction about reporting of suspected abuse and neglect to appropriate agencies</li> </ul> </li> <li>• Registrant must ensure all employees receive education about identifying and reporting suspected abuse and neglect and the prevention of abuse to residents</li> </ul>
Complaint resolution	Registrant must: <ul style="list-style-type: none"> <li>• have policies and procedures for the resolution of complaints</li> <li>• establish a fair, prompt and effective internal process for residents and their family members and contacts to express a</li> </ul>

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External complaints	<ul style="list-style-type: none"> <li>• registrants must make written information available to residents regarding how to make a complaint to the registrar, and other external bodies and communicate it to the resident in a way that it is understandable</li> </ul>
Residents' personal affairs	<p>Registrant must:</p> <ul style="list-style-type: none"> <li>• ensure privacy and personal information are protected in accordance with relevant regulation</li> <li>• use residents' personal information only as required in delivery of services</li> <li>• provide secure storage for residents' personal information</li> <li>• obtain written informed consent for release of residents' personal information</li> <li>• provide secure storage space for residents' belongings</li> <li>• have policies and procedures related to staff's involvement in residents' personal affairs</li> <li>• must not use electronic surveillance in resident units, bathrooms</li> </ul> <p><b>Seniors only:</b></p> <ul style="list-style-type: none"> <li>• provide a lockable door to residents units</li> <li>• to the greatest extent possible, while maintaining health and safety of all residents and staff, ensure that a resident may: <ul style="list-style-type: none"> <li>○ receive visitors of the resident's choice at any time</li> <li>○ communicate with visitors in private</li> <li>○ receive communication from others privately</li> </ul> </li> </ul> <p><b>MHSU only:</b></p> <ul style="list-style-type: none"> <li>• must have a policy, provided to residents prior to entry, regarding any restrictions around visitors and communicating with others outside the residence</li> </ul>
Restraints not permitted	<ul style="list-style-type: none"> <li>• Registrants must not use any type of restraint except to protect the resident or others from imminent serious physical harm</li> </ul>
Reportable incidents	<ul style="list-style-type: none"> <li>• Registrants must maintain a record of incidents that occur within the residence and report reportable incidents to the Registrar in the format set out by the registrar.</li> <li>• Registrants must submit the serious incident report by fax or email no later than the next business day following the</li> </ul>



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	serious incident <ul style="list-style-type: none"> <li>• If a resident is involved in a reportable incident, the registrant must notify specific individuals as requested by the resident and the funding program, if any.</li> </ul>
Reportable incidents (list)	Reportable serious incidents: <ul style="list-style-type: none"> <li>• Aggressive or unusual behaviour                             <ul style="list-style-type: none"> <li>○ means aggressive or unusual behaviour by a resident towards another person, including another resident, that causes an injury that requires first aid, emergency intervention or transport to hospital</li> </ul> </li> <li>• Attempted suicide by a resident</li> <li>• Unexpected deaths reported to coroner</li> <li>• Disease outbreak or occurrence                             <ul style="list-style-type: none"> <li>• means an outbreak or the occurrence of a disease above the incident level that is normally expected</li> </ul> </li> <li>• Abuse or neglect</li> <li>• Medication administration error that causes, in whole or in part, the resident to require emergency intervention or transfer to hospital</li> <li>• Missing or wandering resident</li> <li>• Service delivery problem (previously was fire or flooding causing personal injury or building damage)                             <ul style="list-style-type: none"> <li>○ means any condition or event which could reasonably be expected to impair the ability of the registrant or his or her employees to provide services, or which affects the health and safety of residents.</li> </ul> </li> <li>• Police call                             <ul style="list-style-type: none"> <li>○ means when the police attend an assisted living residence at the request of the registrant, his or her employees or a resident for a reason that adversely affects the health and safety of residents</li> </ul> </li> <li>• Falls (requiring emergency intervention or emergency transport to hospital)</li> <li>• Emergency transport to hospital                             <ul style="list-style-type: none"> <li>○ means urgent transfer to an acute care hospital for an event that puts the health and life of a resident at serious risk without immediate treatment. The medical needs of the resident are immediate and due to severe symptoms including, heart attack, uncontrolled bleeding, serious trauma.</li> <li>○ Non-Emergency transport means situations that do not involve an immediate threat to the life or health of an individual including being unable to travel alone or having a physical, cognitive, mental or developmental limitation.</li> </ul> </li> <li>• Poisoning means the ingestion of a poison or toxic substance by a resident</li> <li>• Self-administered overdose of medication</li> </ul>

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Mitigation of risk	<ul style="list-style-type: none"> <li>• Registrants must respect the personal decisions of residents and a resident's right to take risks, as long as the risks do not place other residents or staff in jeopardy</li> <li>• Registrant may enter into a written agreement with a resident to manage risk to the resident based on the resident's needs and the capacity of the residence to meet those needs</li> </ul>
<b>RECORDS</b>	<b>PAGE 12 OF SURVEY</b>
Resident records	<ul style="list-style-type: none"> <li>• must keep for each resident a record of: <ul style="list-style-type: none"> <li>○ name</li> <li>○ date of entry</li> <li>○ name and telephone number of any contact person provided by the resident</li> </ul> </li> </ul>
Record management	<ul style="list-style-type: none"> <li>• must ensure that all records referred to in this regulation: <ul style="list-style-type: none"> <li>○ are current</li> <li>○ if the registrant operates more than one residence, are kept separately for each residence</li> </ul> </li> <li>• must produce records on demand to registrar</li> <li>• ensure resident files and personal information stored in a secure manner</li> <li>• must keep in a single place at the residence records referred to in sections: <ul style="list-style-type: none"> <li>○ [Resident Records]</li> <li>○ [Management of resident money and valuables]</li> <li>○ [Required policies and procedures]</li> <li>○ [Reportable incidents]</li> <li>○ [Internal complaints process]</li> </ul> </li> <li>○ must ensure records relating to residents are accessible only to employees who require access to perform their duties in relation to residents and to the resident to whom they pertain</li> </ul>
How long records must be kept	<ul style="list-style-type: none"> <li>• A registrant must keep: <ul style="list-style-type: none"> <li>• all records referred to in this regulation for at least one year;</li> <li>• for at least 5 years, all signed original forms authorizing criminal record checks to be done.</li> <li>• all employee records related to character and skill requirements for the entire time that the subject of the records is an employee of the assisted living residence</li> <li>• and in any other case, all criminal record check results and character references for the entire time that the subject of the criminal record check or character reference is ordinarily present on the premises.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Immediately after a person who was the subject of a character reference is no longer employed by or ordinarily present at the assisted living residence, a registrant must return all character references to the person, or destroy the character references.</li> <li>• A registrant must keep records for each resident for at least 2 years from the date the resident who is the subject of the record is discharged from the assisted living residence.</li> <li>• A registrant must keep records of complaints for at least 2 years.</li> </ul>