



Residency Agreement

Section 31 and Schedule C of the Assisted Living Regulation require operators to develop a residency agreement with each resident in assisted living.



Why do we need a Residency Agreement with each resident?

The residency agreement is an important agreement because it is the contract between the operator and an individual resident that sets out all of the expectations, resident rights and services provided to that individual person. As it is a contract, it is developed with the resident and must be signed by the operator and the resident.

What needs to be included in a residency agreement?

Specifically, as per Schedule C of the Assisted Living Regulation, the residency agreement includes:

- Contact information for the operator, manager, resident's contact person
- Date the residency agreement is made and date when resident moved in
- Responsibilities of the operator and staff, including what the resident will receive as hospitality services, assisted living services and dietary accommodations; if any
- The general level and type of training, experience, skills and other qualifications of employees who provide assisted living services
- Rules of the residence
- Any electronic surveillance or tracking used at the residence
- Rights of the resident
- Responsibilities of the resident, including expectations about their conduct
- Whether anyone living in the residence is not a resident and if so, whether they have access to the common areas of the residence
- The circumstances and criteria that will guide a decision related to ending the resident's residency
- Costs, fees and conditions for changing costs, optional services and fees
- Circumstances when a residency agreement could be changed and which changes can be made without the consent of the resident;
- Written information about how to contact the registrar to make a complaint.

In addition, in the supportive recovery class, a residency agreement must also include:

- The service model or approach followed at this residence
- Restrictions, if any, on furniture, equipment and personal property that residents may bring into the residence
- Visits and communications with non-residents, including any limitations on communication with electronic devices
- Types of medication that are not permitted on the premises, if any.

Is a residency agreement the same as a tenancy agreement?

No, they are not the same. A tenancy agreement is an agreement entered into by the landlord and the tenant. In an assisted living residence that also houses people in independent living, an operator may have a tenancy agreement with that person.

Operators are required to develop a residency agreement as per Schedule C of the Assisted Living Regulation with each resident in assisted living who receives assisted living services.

If we don't add any assisted living services to our service model, do we need to update residency agreements with all residents?

Each person's residency agreement must have all the information noted in Schedule C of the Assisted Living Regulation. If a residency agreement is not complete with all of that information, it needs to be updated.