



Assisted Living Registration Package

Registering an Assisted Living Residence

Submit an Application for Registration form and complete the application process **before** you accept residents.

Review the factsheet, "Should I Register My Residence?" if you need help in determining if your residence should be registered as an assisted living residence.

Application Fees

Application for registration requires a one-time non-refundable fee of \$250. This fee is required for each residence and each class of assisted living you are applying to register. This fee should be submitted with your completed application form and made payable to the "Minister of Finance".

Registration Fees

After your registration is approved, you will need to pay a fee of \$12.50 for each of the units you registered.

Registration fees are prorated:

- Residences that begin operation between April 1 and September 30, pay \$12.50 per unit.
- Residences that begin operation between October 1 and March 31, pay \$6.25 per unit.

Annual Renewal Fees

The registration (renewal) fee must also be paid to renew your registered units annually by March 31.



Operator Qualifications

You are qualified to be an operator if:

- You own the premises;
- You lease or rent the premises and the agreement allows for the operation of an assisted living residence; or
- You are authorized in writing by the owner of the premises to operate the assisted living residence; and
- House residents who meet the criteria of assisted living in the *Community Care and Assisted Living Act*, section 26.1.

Criteria for Entry into Assisted Living

The resident:

- Can live in the residence safely, given their needs and capabilities;
- Is able to make decisions on their own, or lives with a spouse who can do so on their behalf;
- Is able to take steps to protect themselves or follow directions in an emergency;
- Does not have behaviours that puts the health and safety of others at risk;
- Does not require unscheduled professional health services on a regular basis; and
- Does not require licensed care (i.e. does not need 24-hour professional supervision and care in a protective, supportive environment for people who have complex care needs).

You cannot be a Registered Assisted Living operator if you are a limited liability partnership, as defined in the ***Partnership Act***.

Useful Resources

You may find these resources helpful when applying for registration:

- > **The *Community Care and Assisted Living Act***
www.bclaws.ca and search for the *Community Care and Assisted Living Act*.
- > **The *Assisted Living Regulation***
www.bclaws.ca and search for the *Assisted Living Regulation*.



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> **Assisted Living in B.C., A Handbook for Operators**

See Assisted Living in BC, www.gov.bc.ca/AssistedLivingBC / Opening or Operating an Assisted Living Residence / Tools and Resources.

Application Steps

In applying for registration, follow these steps:

1. Prepare the required documentation, found in the **Required Documents Checklist**
2. Complete the **Application for Registration form**
3. Assemble your application package to include:
 - › The associated documents on the **Required Documents Checklist**
 - › A completed **Application for Registration form**, and
 - › A cheque (Application Fee) for \$250, made payable to the **Minister of Finance**
4. Submit your completed application package for review to:
 - › Assisted Living Registry
Ministry of Health
PO Box 9601 Stn Prov Govt
Victoria, B.C. V8W 9P1
 - › Email: Hlth.assistedlivingregistry@gov.bc.ca
 - › Phone: Victoria: [778.974.4887](tel:778.974.4887)
Toll-Free: [1.866.714.3378](tel:1.866.714.3378)
 - › Fax: [250.953.0496](tel:250.953.0496)
 - › Email: Hlth.assistedlivingregistry@gov.bc.ca
 - › Website: www.gov.bc.ca/AssistedLivingBC / Assisted Living Registry

Contact the assisted living registry at any time if you have any questions or need help.
Please note: an incomplete application package will not be processed.



PLEASE NOTE

- *It is recommended that you submit your application for **registration at least three months before you want to open your residence** to allow time for the application review and approval process.*



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- *A residence must not open until an application for registration is approved.*
 - *If you plan to operate more than one residence, you need submit a separate application and fee for each residence.*
 - *If you plan to house more than one class in a residence, you need submit a separate application and fee for each class.*
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The Application Review Process

When your application package is received, assisted living registry staff will:

- Contact you by phone or email to confirm they've received your application, the cheque for \$250 and the required documents ;
- Email you a copy of the Handbook for Operators of Assisted Living and other resources;
- Review the application and contact you if information is incomplete or missing or if the application is unclear. ;
- Schedule and conduct a telephone interview with you/the site manager to review the application, discuss any outstanding items and changes required; and
- Arrange a site inspection of the residence. The purpose of this site inspection is to:
 - › Confirm the information provided in the application;
 - › Introduce the investigator and explain the role of the Assisted Living Registry; and
 - › Provide an opportunity to discuss any concerns, provide information and education to the operator about how an operator can best meet their responsibilities in providing services to their residents.



Approval of Registration

Assisted living registry staff will make a recommendation to the registrar to issue a registration:

- Once the assisted living registry staff have completed the application review, and are satisfied that the housing, hospitality services and assisted living services will be provided in a way that will promote and protect residents' health and safety;
- Complies with relevant requirements of the Act and regulation, and
- When the application fee is paid in full.

The registrar will either approve or refuse the recommendation based on the application review.

When the application has been approved, registry staff will:

- Send you an invoice for the registration fees, based on the number of units;
- Send you the registration certificate, after the unit registration fees are paid in full; and
- Add the residence onto the assisted living registry website for registered residences.

The registration certificate must be displayed in a prominent place in the assisted living residence.

Ongoing Responsibilities to Maintain Your Registration

Renew your registration annually. The registration of an assisted living residence expires on March 31. Before March 31, submit:

- The completed Application to Renew form; and
- Payment of the registration (renewal) fees (\$12.50 per unit).

Late renewals will be subject to a charge of \$250 per residence.

Advise the registrar in a timely manner of any changes in ownership or changes that impact your approved registration information.

- **30 days** written notice if there is a change to:
 - › Contact information of the operator or assisted living residence;
 - › Name of the residence;



- › Manager of the residence, if not the operator;
- › Nature or scope of the assisted living services provided to residents;
- › Number of units in the residence; or
- › Number of residents the residence has the capacity to house.

The registrar must approve these changes in writing before changes can be made.

- **120 days** written notice if there is a change to:
 - › Address or class of the residence;
 - › Structure or floor plan (i.e., major renovations);
 - › Control of the residence is assigned or transferred to another person or body (registration become invalid); or
 - › A supportive recovery class residence is sold, leased or scheduled to close and stop operating.
- **365 days** written notice if:
 - › A mental health or seniors and persons with disabilities class residence is sold, leased or scheduled to close and stop operating.

Registration: Some Questions and Answers

What if my application is not approved?

If the registrar refuses your application for registration, you will be advised in writing of the reasons for the decision and of the reconsideration process.

- As an applicant, you will then have 30 days to submit to the registrar additional information about why the refusal should be reconsidered.
- The registrar will then consider the information you provide and reconsider their decision.
- If the registrar is of the view that the application for registration should still be refused, you, as an operator, have an option to appeal to this decision by submitting an appeal application to the **Community Care and Assisted Living Appeal Board** within 30 days of being notified of the registrar's decision.



Can a registration become invalid?

Yes, the registration of an assisted living residence becomes invalid when:

- The operator named in the application for registration changes;
- The lease for the premises ends;
- The owner of the property withdraws their permission for you to operate the residence at the premises;
- More than 50% of the shares of the corporation are transferred or reassigned;
- The address or class of the residence changes;
- The assisted living residence has not provided housing, hospitality and assisted living services to three or more people for a year; or
- The assisted living residence closes and stops operating.

Can my registration be cancelled?

Yes, the registrar may suspend or cancel a registration, attach conditions to a registration or vary the conditions of a registration if the registrar believes that the operator:

- No longer complies with the *Community Care and Assisted Living Act* or the Regulation; or
- Has contravened other relevant legislation or has contravened a condition of the registration.

Visit the Assisted Living Website for additional resources and information at www.gov.bc.ca/AssistedLivingBC where you'll find resources such as

- Factsheet, Should I Register My Residence? and many other factsheets
- Required Documents Checklist
- Application for Registration form
- Reportable (Serious) Incident form
- Handbook for Operators, Seniors, Persons with Disabilities and Mental Health
- Handbook for Operators, Supportive Recovery

