



Personal Service Plans

Sections 32-34 and Schedule D of the Assisted Living Regulation require operators to develop a short-term service plan and a personal service plan for all residents in assisted living.

Are there timeframes for developing a resident's personal service plan?

Yes, there are specific timeframes. A short-term service plan needs to be developed as soon as the resident moves in.

A personal service plan must be developed:

- Within 7 days of moving in for residents in the supportive recovery class; and
- Within 30 days of moving in for residents in the seniors and persons with disabilities, and mental health classes.



Are there timeframes for reviewing a resident's personal service plan?

The personal service plan must be reviewed:

- Monthly for residents in the supportive recovery class;
- At least annually, for residents in the seniors and persons with disabilities class or the mental health class;
- When the resident's needs change; and
- On the resident's request.

It is an operator's responsibility to keep a 'watchful eye' or monitor a resident's health and safety on an ongoing basis. The personal service plan needs to be revised when the resident's needs or capabilities change or when there is a change in the hospitality or assisted living services provided. If any changes are made to the plan, the resident needs to sign again and receive a signed copy of the new plan.

Who needs to be involved in developing the personal service plan?

The personal service plan is developed with the resident and others as the resident wishes, if appropriate. This may include, for example, their case/care manager, a member of their family or a health professional.

Why is a short-term service plan necessary?

A short-term service plan can be very simple. Its purpose is to give staff enough information to keep this resident safe and support their health and well-being. This gives the operator and staff some time to get to know the resident, their needs and capabilities and develop the resident's personalized and individual personal service plan.

What needs to be included in a personal service plan?

A personal service plan is the detailed plan of what services this resident will receive and how these services will be delivered. It has enough information about the resident's needs, capabilities and preferences for staff to understand their duties and responsibilities and how they can best support this person.

The personal service plan includes a detailed description of the type of hospitality and assisted living services that a resident needs. For example, a personal service plan may include, if required:

- A description of the supports the resident needs to take their medication safely;
- Any diet adjustments needed because of nutritional needs, allergies, intolerances, or religious, cultural or personal preferences; and
- A behaviour management plan.

When developing the personal service plan with the resident, try to answer these questions:

- **What** services does the resident need?
- **What** adjustments need to be made to meet the resident's needs, capabilities and preferences?
- **Who** provides these services?
- **How** are these services provided?
- **When** are the services provided?
- **When** will the plan be reviewed, so the services can be modified, if needed?

Residents in each class of assisted living may require different things in their personal service plan. In the supportive recovery class, for example, the personal service plan should also include the steps the resident can take to protect and promote their own health and safety if their residency ends unexpectedly, including:

- Accessing housing supports, professional health services and social services; and
- The name and contact information of the persons who must be notified, if appropriate.

See factsheet, Supportive Recovery: Exit Planning

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