

# CHOOSING A CARE FACILITY OR HOME



A Guide to Choosing a  
Licensed Residential Care Facility  
or Residential Care Home

Developed by the Community Care Facilities Licensing Branch  
of the Government of British Columbia in cooperation with  
health authorities.

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# Introduction

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In British Columbia there is a range of housing, support and care options to meet needs of seniors and other vulnerable adults. Together these form a continuum of services and care for people who require assistance to maintain their health. In B.C., the *Community Care and Assisted Living Act* and associated Regulations govern residences and facilities that provide accommodation and services to three or more persons.

The residences or facilities described in this booklet may be publicly-funded, private pay or a combination of both. They vary in size, from those serving three adults to those serving several hundred.

Licensed residential care facilities provide 24-hour supervision and continuous professional care. Services in residential care facilities typically include: the provision of meals and snacks, medication storage and administration, regular assistance with activities of daily living (such as eating, mobility, dressing, bathing, grooming or personal hygiene), a planned program of social and recreational activities and maintenance of cash resources or other property of persons in care. These facilities provide three or more services from the provincial list of prescribed services found in the Community Care and Assisted Living Regulation (See Appendix E). The legislative framework and provincial policy for residential care is established through the Ministry of Healthy Living and Sport, however, facilities are monitored by the health authorities. Medical health officers have responsibility for administering the *Community Care and Assisted Living Act* and associated regulations.

People in residential care may have complex care needs; are dependent on caregivers for continuing assistance or direction; and may or may not be able to direct their own care. A personal care plan is developed for each resident that identifies their abilities, risks, needs and preferences. This plan guides staff in the delivery of services.

Residential care is provided in a variety of settings including facilities that generally serve seniors and smaller group home facilities that may serve people with developmental disabilities, chronic mental illness, brain injury or addictions.

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Licensed residential care facilities typically have enhanced fire and life safety features, such as sprinkler systems, as people in licensed residential care are not expected to be able to respond to emergencies without assistance.

Selecting a residential care facility is an important and personal decision that requires time and thought. This booklet is intended to help people choose a residential care facility that is licensed under the *Community Care and Assisted Living Act*. In British Columbia there are several choices. While most care facilities are large, and may have over 100 residents, there are also facilities which are smaller and provide care to a much lower number of people. Both large and small facilities work hard to provide pleasant and inviting atmospheres. Please remember there is no “perfect” size for a facility. Choose one that best matches your needs and lifestyle preferences.

In some residential facilities, residents stay for only a short time, and then return to their previous home in the community. In others, this is a person’s home for many years.

Whether you are looking for yourself, or you are helping someone find a care facility, this booklet has been designed to help you in your efforts. It contains a number of questions you may wish to consider. Although you may not have time to complete all of these questions, it is important for you to select the questions that are most important to your own personal situation.

# Visiting a Licensed Care Facility

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Care facilities have policies and procedures regarding admission and pre-admission visits. Check with the facility to see if a visit can be arranged. Some facilities allow a self-referral while others are only by referral by the health authority or other funding program.

If possible, it is best to visit each facility under consideration. In some communities there may be several facilities which can provide the type of care you are seeking. However, there are also communities that may have only one suitable facility. When visiting a facility you may want to visit more than once so you can see what kinds of routines or special activities are taking place at different times of the day. Always phone ahead and make an appointment to make sure someone will be available to show you around when you visit. You may want to take a trusted friend or relative along. You may be required to visit with a healthcare provider or social worker.

Many facilities have an information brochure or package that provides an overview of their philosophy and services. A good information package will answer many of the questions listed in this booklet.

Ask for the admissions agreement or similar documentation. An admission agreement will clarify what services are provided, what services are not available, and any extra charges that may apply.

If you receive services from your local health authority or another ministry, they may have to approve your placement in publicly subsidized residential care. However, if you are considering a “private pay” (unsubsidized) facility, please ask the manager or Director of Care at the facility about admissions and whether they have a waitlist.

---

This booklet contains enough space and tick boxes to survey 3 facilities.

1

---

---

2

---

---

3

---

---

SUGGESTED MARKING ►



= YES



= NO

# Questions to Ask and Things to Observe

---

## 1. First Impressions

**1**   **2**   **3**

- |                          |                          |                          |   |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is the facility clean, tidy and well maintained?  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is there a pleasant atmosphere? (For example, pictures on walls, plants, open areas, gardens)   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are residents clean and well groomed?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are they appropriately dressed?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are there any offensive odours?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Do residents appear comfortable and at home with their surroundings?  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are the residents engaged in meaningful activities?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Do the staff seem friendly? Are staff warm and concerned when interacting with residents?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is the facility accessible and easy to get around (does it accommodate those with mobility aids or issues?)                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is the location appealing? Does it provide convenient access to public transportation, stores, banks, restaurants, library, family and friends? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Will family and friends be welcome at any time?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is there a private area where residents can meet with family and friends?   |

## 1. First Impressions cont'd.

---

1    2    3

    

If there is a reception desk, is it staffed during the evening and on weekends?

    

Is your language spoken? If not, how will the staff communicate with you?

1

\_\_\_\_\_

\_\_\_\_\_

2

\_\_\_\_\_

\_\_\_\_\_

3

\_\_\_\_\_

\_\_\_\_\_

## 2. Licensing, Accreditation, and Quality Improvements

---

**1**   **2**   **3**

        Is the facility licensed under the *Community Care and Assisted Living Act*?

        Can you see a copy of the latest licensing inspection report?

        Is the facility accredited?

        Can you see a copy of the latest accreditation report?

        Is there a quality improvement plan?

        Does the facility conduct a residents' satisfaction survey?

        Can you see a copy of the results?

How are residents and their families involved in accreditation and quality improvement activities?

**1** \_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

**3** \_\_\_\_\_

\_\_\_\_\_

### 3. Resident Rooms

---

1     2     3

      

Are private rooms available?

      

If there are double rooms, can you choose your roommate?

      

Is there a way to have privacy if the room is shared?

      

If you have to start with a double room, and there are single rooms in the facility, is there a waiting list to get into one of these single rooms when one becomes available?

      

If you move to another room will there be any additional charges?

How is this waiting list managed?

1

---

2

---

3

---

      

Do the rooms make you feel safe and at home? Are they comfortable, bright and cheery?

### 3. Resident Rooms cont'd.

---

- 1    2    3

How much storage and closet space will you have?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

        Is there a cupboard or drawer that locks for personal items?

        Can you bring some of your own possessions (for example, pictures, furniture, television)?

Who pays for cablevision?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

        Can you have a small appliance in your room (electric blanket, kettle, mini-fridge, toaster, microwave, etc.)?

        Is there room for a wheelchair or walker in the bedroom and washroom area if needed?

### 3. Resident Rooms cont'd.

---

1    2    3

        Is there a phone that is private and accessible?

        Can you have a phone in your room?

Who pays for basic phone service?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

        Is food allowed in the bedroom?

        Is alcohol allowed in the bedroom?

## 4. Dining Arrangements

---

**1**   **2**   **3**

        Is there a central dining room?

        Is the dining room within easy walking distance from residents' rooms?

What time are meals served?

**1**   Breakfast \_\_\_\_\_   Lunch \_\_\_\_\_   Dinner \_\_\_\_\_

**2**   Breakfast \_\_\_\_\_   Lunch \_\_\_\_\_   Dinner \_\_\_\_\_

**3**   Breakfast \_\_\_\_\_   Lunch \_\_\_\_\_   Dinner \_\_\_\_\_

        Are the meal times flexible?

        Can you choose where you will sit in the dining room?

        Is the menu displayed?

        Is there a choice of menu items?

        Do residents have input into menu items?

        Is there a nutritionist or dietitian on staff?

        Are meals provided that are compatible with your special diet, cultural or religious background?

        Will healthy snacks be provided?

        Can residents eat in bedrooms if it is necessary, or by choice?

#### 4. Dining Arrangements cont'd.

---

1    2    3

    

Are dietary supplements provided if your doctor/health care provider orders them?

Who pays for dietary supplements?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

    

If residents have trouble eating, will eating aids be provided or will staff be able to help?

    

Can guests be invited to a meal?

If so, how much will this cost and how is this arranged?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

    

Is there an area where residents and families can make a cup of coffee, tea, or a snack?

    

Will residents be given a packaged lunch if away during a meal?

## 5. Resident Care

---

**1**   **2**   **3**

    

Can your own doctor/health care provider/clinician continue to care for you in the facility?

    

Will you be able to stay at the facility if your care needs increase?

    

Are rehabilitation services such as physiotherapy available?

    

Will facility staff help with daily care of teeth or dentures (flossing, cleaning etc.) if needed?

    

Does a dental hygienist, denturist, or dentist visit the facility? If so, who arranges and pays for these services?

    

Are hairdressing and barber services available?

    

Does a podiatrist (foot doctor or foot care nurse) visit?

    

How are residents and/or families involved in planning and regular reviews of care?

If you need extra health care services, how can you access them?

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

## 6. Special Care Programming

---

**1** **2** **3**

Does the facility admit persons with dementia/Alzheimer Disease?

Is there an eating area specifically for persons with dementia/Alzheimer Disease?

Are there special or integrated social and recreational activities for persons with dementia/Alzheimer Disease?

Are safe indoor and outdoor walking areas provided?

If so, is there a secure entry/exit to this area?

## 7. Bathing

---

1    2    3

    

Can you have a bath or shower when you wish?

    

Is there any special equipment available, such as lift equipment or wheelchair showers?

    

Can you use your own soap and shampoo?

How many people share each washroom?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

How will your privacy be assured during bathing?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

Who will help you if you can not bath/shower or toilet yourself?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

## 8. Lounges, Activity Areas, Outdoor Areas

---

**1**   **2**   **3**

        Is there a lounge or living room for socializing or entertaining visitors?

        Does it look comfortable and inviting?

        Is there a space to have private conversations with family and friends?

        Is there an area or special room for crafts and other activities?

        Is there a garden or patio?

        Can you go outside when you wish?

        Is there outdoor shelter as protection from the wind and rain?

## 9. Social, Recreational and Spiritual Activities

---

1    2    3

      Is there an activity director?

What kinds of activities, musical programs, entertainment, outings, and crafts are available and how often do they occur (ie weekdays only, morning or evening choices etc)?

1 \_\_\_\_\_  
\_\_\_\_\_

2 \_\_\_\_\_  
\_\_\_\_\_

3 \_\_\_\_\_  
\_\_\_\_\_

How is the schedule of activities, programs, and outings communicated to residents?

1 \_\_\_\_\_  
\_\_\_\_\_

2 \_\_\_\_\_  
\_\_\_\_\_

3 \_\_\_\_\_  
\_\_\_\_\_

      Are there a variety of craft activities?

      Are there extra charges for materials?

      Do residents have a role in planning activities?

## 9. Social, Recreational and Spiritual Activities cont'd.

---

**1**   **2**   **3**

    

Are residents able to pursue their own hobbies (gardening, bridge, etc)?

    

Are activities scheduled during evenings and on weekends?

    

Is there a pet at the facility?

    

Does the facility have a pet visitation program?

    

Can residents bring their own pets to live at the facility?

    

What religious or cultural holidays are celebrated?

    

Are religious services or pastoral care available?

    

Are birthdays celebrated?

    

How are residents transported to appointments, activities, religious services etc.?

    

Is there a wheelchair-accessible van or bus (if applicable) to transport residents to outings?

    

Is there a charge for this transportation?

    

Are residents encouraged to use public transportation?

## 10. Laundry

---

1 2 3

What laundry facilities are available if residents would like to do some of their own laundry?

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_

Are laundry supplies provided?

What items of personal clothing may be sent to the laundry?

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_

Who is responsible for mending personal clothing?

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_

If residents are responsible for mending personal clothing, will staff help?

## 10. Laundry cont'd.

---

1    2    3

Does all clothing need to be labelled? If so, will the facility label items? Is there an extra charge?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

        If residents have a lot of laundry will there be any extra charges?

## 11. Incontinence Supplies

---

- 1
- 2
- 3

What types of incontinence supplies are available?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

Are incontinence supplies provided without charge?

What is the policy if you prefer to use a type of incontinence supply that differs from the type provided?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

## 12. Pharmacy Services

---

- 1
- 2
- 3

Who is responsible for administering medication?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

For facilities where you pay privately for your own room and care, how is medication paid for? Are there other options for medication payments?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

Does the facility have a self-medication policy?

What is the procedure if you want to take your medication with you when you are away from the facility?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

## 12. Pharmacy Services cont'd.

---

- 1
- 2
- 3

How are prescription drugs stored?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

What is the policy regarding the use and storage of non-prescription medication?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

Are non-prescription medical-related supplies provided without charge?

### 13. Policies

---

1    2    3

    

Are visitors welcome at reasonable times?

    

Are overnight visitors permitted?

    

Is there a resident council, family council, or a family support group established? If so, what is its role?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

    

Can residents go away for weekends and/or holidays?

Who will family members approach for information and/or problem solving?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

What is the procedure if residents or family members have a complaint?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

### 13. Policies cont'd.

---

**1**   **2**   **3**

    

Is there a resident bill of rights? If so, can you have a copy?

    

Do residents and family members have access to the policy and procedures manual for the facility?

    

Do you need to sign out or get permission if you leave the facility temporarily (e.g. for a day trip or visit somewhere)?

Is there a curfew? If so what time?

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

What are the policies regarding advance directives (types of medical intervention you may agree to if you become incapacitated) and “do-not-resuscitate orders” (DNR)?

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

What are the policies regarding the use of restraints?

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**3** \_\_\_\_\_

### 13. Policies cont'd.

---

- 1
- 2
- 3

What are the policies regarding alcohol?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

What are the policies regarding smoking?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

Are there posted "house rules"?

What is the eviction/discharge policy?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

## 14. Staffing

---

1    2    3

    

Does there appear to be adequate staff on duty to attend to resident needs?

    

Do staff appear to be happy, responsive and caring?

    

Do they have a sense of humour?

What are their qualifications?

1

\_\_\_\_\_

2

\_\_\_\_\_

3

\_\_\_\_\_

    

Do staff treat residents respectfully? (For example, do they address residents by name? Do they knock before entering rooms?)

    

Does the person giving you a tour take the time to say hello to residents and staff?

## 15. Financial Arrangements *(see Appendix B)*

---

1    2    3

If the facility is private pay, what is the daily rate?

1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_

If the facility receives funding from a government agency, what accommodation rate/user fee is the resident required to contribute?

1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_

        Are the rates being charged affordable?

What extra charges can be expected in addition to the daily accommodation rate/user fee. (For example, private phone, cable hook-up, newspaper, special supplies, room differential).

1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_

## 15. Financial Arrangements cont'd. *(see Appendix B)*

---

1    2    3

What arrangements can you make for payment of extra charges if you do not have enough money?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

What are the policies regarding storage of money and valuables?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

What are the policies regarding the administration of your funds?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

      Will there be extra charges for managing a "comforts" fund?

## 15. Financial Arrangements cont'd. (see Appendix B)

---

1    2    3

      Can you do your own banking?

If not, where will your spending money be kept?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

What is the refund policy if you move out before the end of a month?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

How much notice is required?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

      Do you continue to pay if you are away from the facility on vacation or in hospital? (See Appendix B .)

## 16. Security

---

1    2    3

      Can you lock your bedroom door if you wish?

How will your private information be protected?

1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_

Who is responsible if personal valuables disappear or are broken?

1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_

      Will the outside doors be locked overnight?

What is the policy for dealing with uninvited visitors?

1 \_\_\_\_\_  
 2 \_\_\_\_\_  
 3 \_\_\_\_\_

## 17. Emergency Management

---

1 2 3

What policies and plans are in place to handle the care and safety of residents in the event of an emergency such as an earthquake, fire, or snowstorm etc?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

Is there a sprinkler system for fire safety?

When was the most recent fire drill?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

Are emergency exits well marked?

What is the policy on contacting families in the event of an emergency or illness?

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

# Appendix A: Where do I Start?

---

If you are having trouble managing in your current accommodation, you may contact your local health authority, to determine if moving into a care facility is an option for you. If you prefer, a friend or relative, your doctor, or a social worker can call on your behalf. If you cannot find a phone listing for your health authority or ministry responsible, please call Enquiry B.C., and you will be connected with the appropriate person in your health authority.

**Enquiry BC** is a provincial call centre that provides services to all British Columbia residents, on behalf of provincial government ministries, Crown corporations and public agencies. Hours of operation for Enquiry BC are 7:30 a.m. to 5 p.m. -- Monday through Friday.

**Victoria: 250-387-6121**

**Vancouver: 604-660-2421**

**Elsewhere in B.C.: 1-800-663-7867**

**Outside B.C.: 604-660-2421**

**Telephone Device for the Deaf (TDD)**

**Vancouver: 604-775-0303**

**Elsewhere: 1-800-661-8773**

**E-mail: [EnquiryBC@gov.bc.ca](mailto:EnquiryBC@gov.bc.ca)**

Your health authority can provide information about the health care services and facilities in your area, and help you to decide which service can best meet your needs. Many communities have a range of support services such as alert systems, home support, adult day centre programs, bathing programs or supportive housing. These supports may enable you to maintain your independence and remain in your home.

The health authority can advise you which services and facilities are funded and which are not funded (private pay).

# Appendix B: Financial Information

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## Subsidized and Private-pay Facilities

You will need to be clear about the financial arrangements before choosing a subsidized or private-pay facility.

In a subsidized facility, health authorities or government ministries will pay for a portion of the monthly charges for your accommodation and the residents pay a client rate that is based on income. In a private-pay facility, you will be responsible for paying the full cost of your accommodation and care.

## Subsidized Facilities Financial Policies

**Please check with your local health authority as specific financial policies may vary from region to region.**

### ACCEPTING ADMISSION

When you are notified that a room is available, you may be expected to accept that room quickly, possibly within 48 hours. This may mean that you may be required to pay accommodation in two places during the transition period, in your home and in the new facility.

### ALLOWABLE EXTRA CHARGES

Your local health authority may have approved a higher payment for single or double rooms. The administrator or director of resident care can give you a full list of any such charges that you will be expected to pay in addition to the client rate. Ask for a list of the personal items which the facility supplies, and a list of those you will be responsible for. For example, you may have to pay for your personal magazine or newspaper subscriptions, dry cleaning, charges for telephone and cablevision in your room, etc. You may also be responsible for buying, leasing or obtaining the use of any special equipment required for your own use (such as wheelchairs, walkers, and special medication not paid for by Pharmacare).

---

### **TIME SPENT AWAY FROM THE FACILITY**

You may wish to spend some time away from the care facility each year. Your local health authority or funding ministry may agree to pay the continuing care portion of the daily charge during your absence. You will be expected to continue paying the client rate during that time.

### **HOSPITALIZATION**

Usually when your room is held during a hospitalization, you must continue to pay the client rate during the time you are in the hospital.

### **MEDICAL COVERAGE**

The local health authority covers professional nursing and health care services in care facilities. Recipients of certain government income assistance, disability benefits or income supplements do not have to pay the Medical Service Plan premiums for medical coverage.

# Appendix C: Regulations and Licensing

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Any person providing residential care to three or more adults who are not related to them must be licensed under the *Community Care and Assisted Living Act*. Please note, however, that hospitals are exempt from this requirement as they are governed by the *Hospital Act*.

The *Community Care and Assisted Living Act* sets out specific regulations for the residential care which set minimum legal standards for:

- Health and safety
- Building requirements
- Food service
- Administering medications, and
- Resident care

All facilities should have their licence (or interim permit) posted for your information. This licence (or interim permit) will tell you how many persons the facility can provide care for. The *Community Care and Assisted Living Act* and associated regulations are available through:

Crown Publications  
521 Fort Street  
Victoria, B.C. V8W 1E7  
Phone: 250-386-4636  
Fax: 250-386-0221  
Web site: [www.hlth.gov.bc.ca/ccf](http://www.hlth.gov.bc.ca/ccf)

## Appendix D: Questions, Complaints or Concerns

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If you have a question or concern about a particular residential care facility, please speak with the Manager, Director of Care, or Administrator of the facility. If your question or concern can not be resolved, please contact your local health authority licensing office (the number can be found in the blue pages of your phone book). If it is a serious issue regarding the health, safety or well being of a person in care, you should immediately contact your local health authority and ask to speak to a licensing officer. If the facility is not required to be licensed under the *Community Care and Assisted Living Act*, the licensing officer can direct you to the appropriate authority which is responsible for monitoring the facility.

# Appendix E: What is the difference between an Assisted Living Residence and a Licensed Community Care Facility?

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The number of “prescribed services” offered by an operator differentiates a licensed community care facility from an assisted living residence. Assisted living residences provide housing and a range of supportive services, including personalized assistance for seniors and people with disabilities who can live independently but require regular help with day-to-day activities. If a facility provides at least one, but not more than two, prescribed services it is an assisted living residence. Whereas, a residential care facility provides three or more prescribed services. Prescribed services are:

1. Regular assistance with activities of daily living, including eating, mobility, dressing, grooming, bathing or personal hygiene;
2. Central storage of medication, distribution of medication, administering medication or monitoring the taking of medication;
3. Maintenance or management of the cash resources or other property of a resident or person in care;
4. Monitoring of food intake or adherence to therapeutic diets;
5. Structured behaviour management and intervention;
6. Psychosocial rehabilitative therapy or intensive physical rehabilitative therapy.

## Notes

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