



Administrative Matters

Part 4 of the Assisted Living Regulation describes operators' responsibilities related to plans, policies, collecting personal information, protection of confidentiality, and resident and employee records.



Why am I required to develop plans and policies?

Plans and policies are so important because they tell staff what to do in certain situations. The better prepared, organized and clearer that you are, the clearer your staff is and better able to provide supports.

What plans and policies do I need to have in place?

The following charts summarize all of the policies, plans, agreements, information and records that you are responsible for creating and maintaining.

You are also responsible for ensuring all policies, plans and agreements referred to below are:

- Made in writing;
- Accessible to each staff person, as relevant to their job;
- Available to each resident and their contact person, upon request and as relevant;
- Implemented, as described
- Protect residents’ and employees’ confidentiality, as set out in the regulation.

Policy, Plans, Agreements, Information and Records

Policies and Plans Needed These policies and procedures tell staff what to do in certain situations.		Regulation Section
Cannabis Policy	<p>Policy for residents about growing and consuming cannabis, including any restrictions, and for staff about their consumption of medical cannabis, consistent with the <i>Cannabis Control and Licensing Act</i>.</p> <ul style="list-style-type: none"> › give a copy to residents › give a copy to potential residents 	S48 (3-4)
Complaints Policy	<p>How a resident can raise their concerns, make an internal complaint to the operator, and how the complaint will be addressed. Should also include information about how to make a complaint to the assisted living registrar.</p> <ul style="list-style-type: none"> › give a copy to residents › give a copy to potential residents 	S43 (1)
End of Residency (Exit) Policy (can be part of residency agreement)	<p>The procedures to be followed to determine whether it’s time for a resident to move out of assisted living (<i>i.e.</i> no longer meets criteria), the need for a health professional assessment relating to decision-making, measures to be taken in an unplanned exit and the grounds for eviction.</p>	S44 (1)

	› <i>give a copy to potential residents</i>	
Health and Hygiene and Infection Control Plan	<p>What is done to promote health and hygiene and good health practices that everyone should follow:</p> <ul style="list-style-type: none"> – A protocol and posters for hand washing; – Basic hygiene and infection control practices with laundry and housekeeping (frequency of service, products used); – Safe practices for the preparation and delivery of meals; – Expectations relating to staff illness; – Asking for guidance from public health or the case/care manager as needed; and – What to do to prevent and respond to the spread of infectious disease in the residence if there’s an infection breakout. 	S47
Medication Plan	<p>Procedures to be followed to ensure medication is received, stored, distributed and administered properly and safely, when any of these services are offered by the residence.</p> <p>› <i>give a copy to potential residents</i></p>	S64 (1)
Missing Person Plan	<p>What to do if someone goes missing and what good practice procedures are in place such as having to sign in and sign out.</p>	S52
Opioid Overdose Plan	<p>What to do to prevent and respond to an opioid overdose.</p>	S28 (2)
Programming (Psychosocial)	<p>What kind of programming and activities are provided to help people enhance their basic living skills, including communication, interpersonal and planning skills,</p>	S72 (2a)

Supports) Policy	wellness management and reintegrating into or engaging with the community. Includes what qualifications are required of staff who lead programs and activities and which programs have to be delivered by health professionals.	
Reportable Incident Policy	Policy about measures taken in the event of a reportable incident. Includes information about who to report to.	S51 & Schedule E
Shared common areas policy (can be part of residency agreement)	Explanation of how common areas, shared by residents of more than one class, or by residents and non-residents, will be managed to protect the health and safety of residents. › give a copy to potential residents	S15 (2b)

Operational Plans Needed		Regulation Section
Staff know about and can take action, based on each of these plans.		
Emergency Response Plan	The plan that is put into effect in the case of a serious emergency, such as a fire or earthquake. It describes emergency measures to mitigate, respond to and recover from an emergency. Includes procedures to follow in emergency drills and evacuations. The plan also describes how services will continue to be provided to residents during and following the emergency or in an evacuation.	S25 (1-2)
Menu Plans	Menus for breakfast, lunch and dinner and snacks for residents planned out for a full month. Plans take into	S55

	consideration residents' nutritional needs and preferences, variety of diet and follow Canada's Food Guide.	
Employee or Staff Plan	Plan identifies a sufficient number of employees, adequate for the setting, number of residents, resident profile and the personal assistance services offered. Also outlines duties, responsibilities, experience, training and qualifications required for each position.	S21

Individual Resident Plans Needed Staff can access these plans about individual residents, when it is necessary for them to provide services and support that person. * Protection of personal privacy is governed by the <i>Freedom of Information and Protection of Privacy Act</i> .		Regulation Section
Residency Agreement	Describes respective responsibilities of operator and resident, rules of the residence, fees and criteria that will guide a decision to end a residency. › give a signed copy to residents	S31 & Schedule C
Short Term Service Plan	Lays out basic information about services the resident will receive to keep them safe in their early days as a resident while their personal service plan is being developed. › give a copy to residents	S32
Personal Service Plan	Lays out what services a resident will receive and has enough detail for staff to understand how they can best support this person now and in the longer term. Any instructions about diet, medications, allergies and	S33 & Schedule D

	<p>intolerances and notes about preferences (personal, cultural or spiritual) are also noted.</p> <ul style="list-style-type: none"> › <i>give a signed copy to residents</i> 	
Transition Plan	<p>Is developed when a resident's needs can no longer be met in assisted living or services are no longer required. It sets out the resident's relocation plans and describes how health and safety risks for the resident will be minimized and managed until their transfer is arranged.</p> <ul style="list-style-type: none"> › <i>give a signed copy to residents</i> 	S45 (1-3)

Reporting What needs to be reported to the assisted living registrar.		Regulation Section
Changes to registration information	<p><i>Changes must be approved by Registrar.</i></p> <p>Any changes to the information and records submitted that relate to the current registration, including:</p> <ul style="list-style-type: none"> - 30 days written notice for changes to: <ul style="list-style-type: none"> › 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; › Number of units in the residence; or › Number of residents the residence has the capacity to house. - 120 days written notice when: <ul style="list-style-type: none"> › Address or class of the residence changes; › Structure or floor plan changes; or 	S9 & 10

	<ul style="list-style-type: none"> › Control of the residence, when residence is transferred to another person or body. – 365 days written notice when: <ul style="list-style-type: none"> › Residence is sold, leased or scheduled to close and stop operating. 	
Reportable Incidents	<p>Include:</p> <p>Aggression between residents, aggressive or unusual behaviour, attempted suicide, choking, death, disease outbreak or occurrence, emotional abuse, fall, financial abuse, food poisoning, medication error, missing person, motor vehicle injury, neglect, other injury, overdose, physical abuse, poisoning, police call, service delivery problem, sexual abuse, unexpected illness.</p> <ul style="list-style-type: none"> › <i>See definitions on pages 81–83.</i> › <i>See Schedule E of the Assisted Living Regulation</i> 	S51 & Schedule E

Records

What resident and employee records to keep on file and for how long.

- *These records and personal information need to be kept confidential.*
- *Staff can only access records and personal information about individual residents when it is necessary for them to provide services and support that person.*
- *Operators need to make all records available to the registrar, upon request.*
- *Access to records and the protection of personal privacy is governed by the Freedom of Information and Protection of Privacy Act.*

Records	For how long? (all – Section 78)	Regulation Section
<p>Resident</p> <ul style="list-style-type: none"> – Name – Date their residency began – Current contact information for resident’s contact person and personal representative, if any – Signed residency agreement, original and updates or changes – Signed and current personal service plan – Signed transition plan, if applicable – Records about any concerns and complaints and action taken to respond – Record of an unplanned end of residency and actions taken – Records of who is receiving assistance with medication, the type of assistance needed and a list of their medications – Record or log of each distribution of medication – Record or log of each administration of medication, (if these services are offered) – Record of accidents, illnesses or minor medication errors involving the resident that are not reportable incidents – Reportable incidents and actions taken – Record of any money and personal property held for a resident and receipts of transactions – Annual survey findings 	<p>2 years from when residency ends</p>	<p>S76 S42 (2) S43 (3b) S46 (c) S51 (2c) S66 S67 (2c)</p>

<p>Employee</p> <ul style="list-style-type: none"> - Employee's name and date their employment began - Employee's job title and indication that they are an employee of the operator - Criminal record check - Duties and responsibilities assigned - Records that speak to work history, training and skills - Character references - Evidence of the person's immunizations and tuberculosis test status - Record of current FOODSAFE certificate, if employee holds one - Record of a current and valid first aid and CPR certificate, if employee holds one - Record of performance reviews 	<p>Entire time employee is on staff <i>(at least 1 year if employment is less than 1 year)</i></p>	<p>S77 S22 (1) S24 (1) S27 S49</p>
<ul style="list-style-type: none"> - All signed original forms authorizing criminal record checks for an employee 	<p>5 years from when signed or when employment ends, whichever comes first</p>	<p>S22 (2)</p>
<p>Contracted Employees</p> <ul style="list-style-type: none"> - Contracted employee's name and date their employment began - Contracted employee's job title and indication that they are a contracted employee 	<p>Entire time contracted employee is on staff <i>(at least 1 year if contract is less than 1 year)</i></p>	<p>S22 (3) S24 (2)</p>

<ul style="list-style-type: none"> - Proof from the contract agency that other records, as mentioned above relating to employees, are kept on record at the agency 		
<p>Volunteers</p> <ul style="list-style-type: none"> - Volunteer's name and date their employment began - Volunteer's job title and indication that they are a volunteer - Criminal record check - Work assigned to them - Evidence of the person's immunizations and tuberculosis test status. 	Entire time volunteer is on staff	S22 (2b&c)
<p>Operations</p> <ul style="list-style-type: none"> - Annual survey findings - Record of which employees hold a valid first aid and CPR certificate and which employees hold a current FOODSAFE certificate 	Keep records updated on an ongoing basis	S42 (2) S27 S49

Information to Be Posted	Regulation Section
This information is clearly posted in the residence for all the see.	
Calendar of programming (psychosocial supports) that you are offering, including descriptions	S72 (2d)
Calendar of social and recreational activities, including descriptions	S59 (2)
Daily menu plans	S56 (3)
Evacuation procedures and diagrams	S26 (1)

How to get in touch with the registrar's office to make a complaint	S43 (2)
Rights of the resident statement	S36
Registration certificate and any conditions of the registration	S8