



Application Guide for Assisted Living Registration

Thank you for your interest in registering an assisted living residence. This guide will help you to complete your application.

BEFORE applying, please review the following material:

- Factsheet, "**Should I Register My Residence?**"
- The legislation that governs assisted living in BC:
 - *Community Care and Assisted Living Act*, **Part 3: Assisted Living Residences**.
 - The **Assisted Living Regulation**.
- Assisted Living in B.C., A Handbook for Operators. There are separate guides for *Seniors and Persons with Disabilities and Mental Health* and *Supportive Recovery*. See **Tools and Resources - Province of British Columbia (gov.bc.ca)** (<https://www2.gov.bc.ca/gov/content/health/assisted-living-in-bc/operating-an-assisted-living-residence/tools-resources>) and look for Handbooks.
- The **Required Documents Checklist** for your application.

Please submit your application at least three months before you want to open your residence. The application process often takes 3 to 6 months or more to finalize. If you provide a complete application, this will help you meet your planned opening date.

****NOTE ** We will not begin reviewing your application until it is complete, with all the items listed on the Required Documents Checklist.** Some minor exceptions may apply as the following processes and approvals may take time to be completed. To have your application reviewed before these approvals are in place, you must provide documentation to show that you have made an application, and that these approvals are in process with the relevant authority:

- A food premises permit.
- A business licence from your municipality.



- Completed criminal record checks for the applicant and the manager.

See required documents checklist numbers 3, 4 and 5 or 11.

- When we assess your application, we examine in detail every policy, procedure, plan, and other document you provide. We compare what you have provided with requirements in the *Community Care and Assisted Living Act* and Assisted Living Regulation. If your documents are not complete, we will ask you to revise or clarify them. This will take time and your application will take longer to review than if you had provided complete documents to start with.
- Make sure you understand the requirements in the *Community Care and Assisted Living Act* and Assisted Living Regulation because this will help you prepare a complete application.
- Make sure you also understand the operator's roles and responsibilities and have clearly documented your policies. This will make it easier for the Registry to review them, help to reduce the number of revisions required to your documentation, and help move your registration approval forward faster.
- Confirm that the municipality in which the assisted living residence be located will permit an assisted living residence (see the Required Documents Checklist #3).

If you have not completed your application within one year your application will be closed, and you will need to fill out a new application form and pay another application fee.

Application Steps

1. Develop **your own** written policies, plans and procedures for the services you plan to deliver. Do not directly copy (plagiarize) documents from other operators whose residences and operations may be different from yours. The policies, plans and procedures needed are outlined in the Assisted Living Regulation and **Required Documents Checklist** (i.e., staff schedule, residency agreement, etc.).
2. Obtain the approvals outlined in the **Required Documents Checklist** (e.g., municipal business license, food premises permit, criminal record checks).



3. Send your completed application (which includes all documents on the **Required Documents Checklist**), the **Application Form**, and the application fee to the Assisted Living Registry.

- By postal mail send:
 - A USB memory stick with each document named according to the corresponding number on the Required Documents Checklist.
 - A completed and signed Application Form.
- A cheque for \$250 made out to the Assisted Living Registry
- By email send:
 - A compressed/Zip file or email files with each document named according to the corresponding number on the Required Documents Checklist.
 - A completed and signed Application Form.
- Mail a cheque for \$250 made out to the Assisted Living Registry

Assisted Living Registry
Ministry of Health
PO Box 9604 Stn Prov Govt
Victoria, B.C. V8W 9P1

Email: Hlth.assistedlivingregistry@gov.bc.ca
Phone: Victoria: 778-974-4887
Toll-Free: 1-866-714-3378

Please contact the Assisted Living Registry if you have any questions or need help.

Application Fees

You must pay a non-refundable fee of \$250.00 for each residence and each class of assisted living you are applying to register. For example, if you would like to operate a seniors' residence and have a mental health population as well, you will need to send two registration fees, for a total of \$500.00.

The fee must be submitted with your completed application package; cheques must be made payable to the "Assisted Living Registry".

Please be aware that these fees are not refundable.





IMPORTANT

- **You must not operate your residence until your registration is approved.**
- *If you plan to operate more than one residence, you must submit a separate application form, fee, and required documents for each residence.*
- *If you plan to house more than one class in a residence, you must submit a separate application, required documents, and fee for each class:*
 - Seniors and Persons with Disabilities
 - Supportive Recovery
 - Mental Health

Operator Qualifications

You may apply to register as an operator if:

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

You may not apply to register as an operator if:

- You are a limited liability partnership, as defined in the ***Partnership Act***.

Criteria for Resident Entry into Assisted Living

The resident must be able to:

- live in the residence safely, given their needs and capabilities.
- make decisions on their own, or lives with a spouse who can do so on their behalf.
- take steps to protect themselves or follow directions in an emergency.



The resident must not:

- have behaviours that put the health and safety of others at risk.
- need unscheduled professional health services on a regular basis.
- need 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).

The Application Assessment Process

When an application is received, assisted living registry staff will:

- Contact you to let you know that your application, the application fee, and the required documents have been received.
- Email you a receipt for fee payment.
- Contact you if information is incomplete or missing or if the application is unclear.
- Set up a telephone call with you and/or the site manager to review the application, discuss any outstanding items and changes required; and plan a site inspection of the residence. The purpose of this site inspection is to:
 - › Make sure that the information in your application is accurate, for example, the building was built according to the plans submitted, and the number of bedrooms is accurate;
 - › Discuss any concerns you may have; and
 - › Provide information and education about how you can meet your responsibilities in providing services to the residents.

Approval of Registration

The Assisted Living Registrar will approve your registration when:

- Your application has been assessed by Registry staff, and the Registrar is satisfied that it is complete.
- You have satisfied the Registrar that the housing, hospitality services and assisted living services you propose to offer will be provided in a way that will promote and protect residents' health and safety; and



- Your policies, procedures and plans meet the requirements of the *Community Care and Assisted Living Act* and Assisted Living Regulation.

When the application has been approved, registry staff will:

- Send you an invoice for the unit registration fees that you will need to pay.
 - › 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.
- Send you the registration certificate, after the unit registration fees are paid in full; and
- Add the residence to the Assisted Living Registry website.

You must display your registration certificate in the assisted living residence where residents and visitors can clearly see it.

Refusal of Registration:

If your application for registration is refused, you will be informed in writing why it was refused. You will also be given information about the next steps you can take. This stage is called "reconsideration." You have 30 days to provide additional information and reasons why you think your application should be reconsidered. The Registrar will review the information you provide and may reconsider their decision.

If your application for registration is still refused after the reconsideration stage, you may appeal this decision to the **Community Care and Assisted Living Appeal Board**. You must do this within 30 days of being notified of the Registrar's decision.

After You Are Registered: Your Ongoing Responsibilities

Renew your registration annually. The registration of all assisted living residences expires on March 31. **Before March 31 of each year**, provide:

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

Late renewals will be charged a \$250 additional fee per residence.



Advise the registry of any changes in ownership or other changes in your approved registration information. ***The registrar must approve these changes in writing before you may implement the proposed changes. A new application may also be required.***

See the Factsheet **Notice to Registrar of Changes**

- **30 days** written notice if there is a change to:
 - › Contact information of the operator or assisted living residence;
 - › The name of the residence;
 - › The manager of the residence, if not the operator;
 - › The nature or scope of the assisted living services provided to residents;
 - › The number of units in the residence; or
 - › The number of residents the residence has the capacity to house.

- **120 days** written notice if there is a change to:
 - › The address or class of the residence;
 - › The structure or floor plan (i.e., major renovations);
 - › Control of the residence (if it is assigned or transferred to another person or body the 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.



Invalid and Cancelled Registrations

If you do not advise the Assisted Living Registry of the following changes your registration will become invalid:

- 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, or hospitality and assisted living services to three or more people for a year; or
- The assisted living residence closes and stops operating.

In addition, 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 their duties under the *Community Care and Assisted Living Act* or the Assisted Living Regulation; or
- Has contravened other relevant legislation or a condition that has been attached to their registration.

Visit the Assisted Living Website for additional resources and information at **Assisted Living in BC - Province of British Columbia (gov.bc.ca)**

