Assisted Living Services

What are assisted living services?
Assisted living services are the activities of support and assistance that are provided by or through the operator of a registered assisted living residence. These services help residents to live safely and independently.

What assisted living services can operators provide?
The Community Care and Assisted Living Act defines assisted living services to mean assistance with one or more of the following:
1. Support with activities of daily living, including eating, moving about, dressing and grooming, bathing and other forms of personal hygiene;
2. Assistance with managing or administering medication;
3. Therapeutic diet support;
4. Safekeeping of money and other personal property;
5. Behaviour management, or
6. Psychosocial (or programming) supports.
How many assisted living services can be provided?

There is no limit on the number of assisted living services an operator can provide. An operator can choose to provide multiple assisted living services to a resident to help them stay in their assisted living home for as long as possible, if the resident meets the criteria of assisted living.

An operator of an assisted living residence must provide at least one assisted living service to residents to be registered.

Sections 61-72 of the Assisted Living Regulation describe an operator’s responsibilities in providing assisted living services to residents.

What is the criteria for admission to assisted living?

A resident:
- Can live in the residence safely, given their needs and capabilities;
- Is able to make decisions on their own;
- Is able to take steps to protect themselves or follow directions in an emergency;
- Does not have behaviours that put 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).
How can services vary from resident to resident?

An operator determines which assisted living services they offer. Each resident then receives services according to their needs and preferences, as identified in their personal service plan.

For example,

| Travis needs assistance with activities of daily living | Sofia needs assistance with activities of daily living, a behaviour plan and short-term assistance with administering her medication | Nolan needs assistance with activities of daily living, his medication and needs a therapeutic diet | Lisa needs therapeutic diet support and assistance with activities of daily living | Alex needs assistance with activities of daily living and with medication | Kavya needs some money and personal property kept safely and assistance with activities of daily living |

Can an operator refuse to admit someone who needs an assisted living service that the residence does not offer?

Yes, operators are responsible for complying with the *Community Care and Assisted Living Act*, including the responsibility of not jeopardizing the health or safety of its residents, as per section 26 (5) of the *Act*. If the operator does not offer a service that the resident needs, they cannot ensure that resident’s safety and cannot allow that person to become a resident.