



Changes you must report to the Assisted Living Registry

As an assisted living residence operator, you must notify the Assisted Living Registry when you plan to make a change in services, registration information, operations, or to the manager.

This factsheet and sections 9 and 10 of the **Assisted Living Regulation** outline the timeframes for notifying the Registry of various changes.

To report changes complete the **Notice of Changes to Registrar form** or email **hlth.assistedlivingregistry@gov.bc.ca**.

You should also be aware of the circumstances under which your registration may become invalid. These are outlined below and in **section 12** of the Assisted Living Regulation.

You must report these changes to the Assisted Living Registry:

- Any changes in ownership.
- A change of address.
- Any changes to your approved registration information. For example, changes to:
 - › Your residency agreement.
 - › Your complaint processes.
 - › Your visitor policies.
 - › The site manager.

How to provide new assisted living services

You must advise the Registry if you plan to add any new assisted living service(s), and you must provide a copy of your proposed policies/plans to the Registry for review. These policies should provide clear direction for staff to follow to help keep residents safe and healthy. For example, if you have not previously helped with managing therapeutic diets, you must let the Registry know that you plan to add this assisted living service.

Timeframes for giving notice of changes

You must let the Registry know (in writing) before changing any of the following:

- At least **30 days'** notice for changes to:
 - › Your contact information or the contact information for your assisted living residence.
 - › The name of the residence.
 - › The manager of the residence.
 - › The number of units in the residence, or
 - › The number of residents you would like to accommodate.

- At least **4 months'** notice for changes to:
 - › The built environment (major renovations).
 - › The address of the assisted living residence, and
 - › The class of the assisted living residence (Mental Health, Seniors and Persons with Disabilities, Supportive Recovery).
 - For example, if you have a senior's residence, and want to add mental health clients.

You must not sell or transfer ownership of your assisted living residence before you provide:

- **Four months'** written notice to the Registry, residents, and residents' contact persons. A letter should be provided to them, and the Registry may ask you for a copy of this letter.
- If you have a Mental Health or Seniors and Persons with Disabilities assisted living residence, you must make sure that the person who is buying your residence:
 - › has applied to the Registry and is qualified to be a registrant, and
 - › will continue to operate the assisted living residence for at least **one year** from the date of assignment or transfer.

You must not close and/or stop operating your assisted living residence before you have provided written notice to the Registry, and have informed residents and their families of the closure at least:

- › **4 months** before the scheduled date of closure for Supportive Recovery class, and

- › **One year** before the scheduled date of closure for Mental Health or Seniors and Persons with Disabilities classes.

Invalid registrations

A registration becomes invalid when any of the following happens:

- › The address or class of the assisted living residence changes.
- › You sell or transfer control of the operation of the assisted living residence.
- › You have not provided housing, hospitality services and assisted living services for a period of one year, or
- › Your residence closes and/or stops operating.

If any of these happen, you must let the Registry know. This is required by section 9 and 10 of the Assisted Living Regulation.

If your manager leaves unexpectedly and you cannot provide 30 days' notice to the Assisted Living Registry

You must provide the documents listed in **Section 9 (2)** of the Assisted Living Regulation and **Section 3 of Schedule A** as soon as possible. These include:

- › The full name and contact information of the new manager.
- › A criminal record check conducted by the BC Criminal Records Review Program (a check by a local law enforcement agency is not acceptable).
- › Three-character references.
- › A record of the proposed manager's work history and experience, and
- › Evidence of the new manager's training. This includes copies of any diplomas, certificates or other evidence of training and skills.

How to report changes

You may report changes by completing the **Notice of Changes to Registrar form** or by emailing hlth.assistedlivingregistry@gov.bc.ca .