



## Resident Needs and Capabilities

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The *Community Care and Assisted Living Act* and the Assisted Living Regulation are in place to promote and protect the health, safety and well-being of all residents.

See BC Laws, <http://www.bclaws.ca/>

- Official versions of the *Community Care and Assisted Living Act* and the Assisted Living Regulation will be available in December 2019.

Operators need to ensure that the staff they hire, the services they offer and their operations all serve to protect residents and promote their health, safety and independence. In providing that support, you hold a responsibility to each individual – to be responsive to their needs, capabilities and preferences.



## How can I be expected to meet each individual's needs and capabilities?

Being responsive to someone's needs and capabilities is about 'what' we do and 'how' we do it.

### "What" services you provide

As an operator, you need to provide at least one assisted living service. There is no limit on how many assisted living services you provide. Each resident's individual needs will vary.

#### For example

- Travis may need assistance with activities of daily living while Lisa needs therapeutic diet support and assistance with daily living.

### "How" you provide services

Working effectively with a variety of people with different backgrounds and unique needs means being respectful. This involves being welcoming, being curious about residents, listening to them about their needs and preferences, acknowledging them and communicating with them in ways they can understand. It is an ongoing process of educating ourselves and seeking to better understand the individuals we support.

#### For example

- Communicate in a variety of ways so everyone can understand.
  - › For example, provide information in writing; sit down with the resident and explain important new information to them; and work with a resident's family/contact person to assist with communication if needed.
- Have conversations with residents to gain a better understanding of them, their beliefs, values and practices that may impact support services.

### **For example**

- Consider requests in the resident's personal service plan as much as possible.
  - › For example, someone's religious background might mean incorporating some changes in meal planning for that person or in the scheduling of meal time.
  - › Providing assistance with dressing, grooming or giving medication might be influenced by a person's background and values and will often require only small adjustments in the way services are provided.
  - › Someone's culture, age and experiences might have a big influence on choices that are made about social and recreational activities for a group.
- Adapt work practices to allow for cultural or personal views and experiences that may have an impact on how we interact with that individual.
  - › For example, a person with a disability may not want assistance with mobility unless they ask for help.
- Identify and record relevant information in a person's personal service plan about their culture, beliefs and preferences that may assist others in providing support.
- Create a welcoming environment for each resident and remain open to diversity and complexity. Encourage each person to share their unique story.
- Create a safe space where residents can feel safe in sharing their perspectives and interacting with others.
- Demonstrate respect. View each resident you assist as a person who is doing the best they are able to do in their present circumstances.
- Keep a "watchful eye" over residents and monitor their health and safety needs on an ongoing basis. If you have concerns about a resident's decline in health or capabilities to the degree that you think their needs are not being met, then it is time to engage the resident and others in discussions about increasing services or transitioning out of assisted living.
- Actively support transitions to more appropriate services once it is recognized that something different is needed.

## **What is our responsibility towards a resident who makes choices that amount to them living at risk?**

The philosophy of assisted living is to support residents' independence and be responsive to their needs, values and preferences in ways that promote and protect their health, safety and well-being.

Respecting a person's independence also means respecting the decisions a resident makes about their well-being even if this means living at risk. As long as the person still meets the criteria of assisted living, operators and staff have an ongoing responsibility of keeping a 'watchful eye' over the resident, monitoring their health and safety – and respecting the choices this person makes for their well-being.

It is important that information about any resident that is relevant to staff providing services to a resident, including information about how they may choose to live at risk, be included in that resident's personal service plan.