



Residents' Needs and Capabilities

Operators must ensure that the staff they hire, the services they offer, and their operations protect residents and promote their health, safety and independence. As a provider of support, you are responsible for responding to residents' needs, capabilities and preferences.

The *Community Care and Assisted Living Act* and the Assisted Living Regulation promote and protect the health, safety and well-being of assisted living residents.

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



How can I meet each resident's needs?

Adapting the services you provide and the way that you provide them helps you to be responsive to each resident's needs, capabilities and preferences.

Assisted Living 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 may register for and provide to your residents.

For example

- Travis may need assistance with activities of daily living while Sofia needs short-term assistance with administering her medication as well as assistance with daily living.

How you provide these services

To effectively work with people from different backgrounds and unique needs, it is important to be welcoming, curious, attentive to their needs and preferences; to acknowledge them; and to communicate in a way they can understand. It is an ongoing process of learning and seeking to understand the individuals a residence supports.

For example

- Communicate in a variety of ways so that everyone can understand.
 - › You could try providing information in writing; sitting down with a resident and explaining important new information to them; and asking a resident's family or contact person to assist with communication if needed.
- Have conversations with residents to gain a better understanding of them and their beliefs, values and practices. This understanding will help you to provide support services that meet their needs.

For example

- A resident’s personal service plan should include relevant information about their culture, beliefs and preferences. This information will help staff to provide support to them.
- Consider information in the resident’s personal service plan as much as possible.
 - › A person’s religious background might mean that you need to make some changes in menu planning for them.
 - › Help with dressing, grooming or giving medication might need to be changed to align with a person’s background and values. Only small changes may be needed in the way services are provided.
 - › Residents’ culture, age and experiences might need to be considered when planning social and recreational activities.
- Adapt work practices to accommodate residents’ cultural or personal views and experiences.
 - › For example, a person with a disability may not want help with mobility unless they ask.
- Create a welcoming environment for each resident and remain open to diversity and complexity. Encourage each person to share their unique story.
- Create a space where residents can feel safe sharing their perspectives and interacting with others.
- Demonstrate respect. View each resident you assist as a person who is doing the best they can in their present circumstances.
- Keep an eye on residents and monitor their health and safety needs. If you have concerns about a change in the health or abilities of a resident, and cannot meet their needs, you must start talking to the resident and others about increasing services or transitioning them out of assisted living.
- Actively support transitions to more appropriate services once you recognize that something different is needed.

What is our responsibility towards a resident who makes choices that put them at risk?

Assisted living is intended to support residents' independence while being responsive to their needs, values and preferences and promoting and protecting their health, safety and well-being.

Respecting a person's independence also means respecting their choices even if this means that they are taking some risks. However, as long as the person meets the criteria for assisted living, operators and staff continue to have a responsibility to keep an eye over the resident and to monitor their health and safety.

Information about risks that a resident chooses to take should be recorded in their Personal Service Plan so that staff who are providing services to the resident are aware of this information.