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July 4, 2018

Dear Registrants:

In follow-up to the letter dated May 24, 2018, I am writing to you to inform you that the amendments to the *Community Care and Assisted Living Act* (CCALA) will be brought into force on September 1, 2018.

The amendments consist of the posting of basic information on the government public website for all registered assisted living operators. This will provide the public with a broad range of information as they search for services for their loved ones.

Information posted on the government website will include:

- The registrant's name, business name, and the address at which the residence operates;
- A summary of substantiated complaint findings and follow-up inspection reports of compliance with the required legislation, regulations, and health and safety standards.

Information about service providers who have been found to be operating without a registration where one is required, are in contravention of the CCALA, and will be posted on the government website for five years or until they become registered, at which time this information will be promptly removed. It is not the intent to post information on registration-not-required residences that provide services to only one or two persons. Government will continue to post information of all substantiated complaints; however, the posting duration will increase from the current two year term to five years.

If you have any question, please contact the Assisted Living Registry at 1 866 714-3378, or Hlth.assistedlivingregistry@gov.bc.ca

Sincerely,

Ted Patterson
Registrar and Assistant Deputy Minister

Attachment: [2018 Community Care and Assisted Living Amendment Act 332 - Order in Council June 2018](#)