

Assisted Living Registrar Registrant Handbook

Assisted Living : Mental Health and Substance Use



Mental Health and Substance Use Assisted Living
Registrant Handbook

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Introduction

The purpose of this handbook is to:

- set out an operator's obligations under the *Community Care and Assisted Living Act* and Regulations, the provincial *Health and Safety Standards* and Guidelines and the Assisted Living Registrar's administrative policies and procedures;
- provide information about the role of the assisted living registrar;
- provide reference materials to assist an operator to meet the obligations of a registrant; and
- assist with staff training.

The Assisted Living Registry will send replacement contents from time to time as required to maintain the currency of the material. Please insert the replacement contents and discard outdated material.

About the Assisted Living Registrar

Guiding principles

The following principles guide the conduct and operations of the Assisted Living Registry:

- protect the health and safety of residents
- ensure fairness, transparency and accountability in administrative practices
- value the perspectives of stakeholders — i.e., community advocates, operators, health authorities and other government agencies
- partner with stakeholders to update the health and safety standards
- investigate complaints using an incremental, remedial approach

British Columbia's (B.C.) Minister of Health appoints the Assisted Living Registrar. The Registrar has jurisdiction over all assisted living residences in B.C., regardless of their form of ownership or funding.

The authority, powers and duties of the Registrar are specified in the *Community Care and Assisted Living Act*. The Act provides discretion to the Registrar to delegate any power or duty under the Act or regulations.

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Registrar's mandate

The Registrar's mandate is to protect the health and safety of residents living in assisted living residences across the province. To meet this mandate, the Registrar:

- administers the registration of assisted living residences in the province
- establishes and administers health and safety standards and guidelines
- receives concerns or complaints and appropriately refers any that are not within the Registrar's jurisdiction
- ensures the timely and effective investigation of complaints about the health and safety of residents living in assisted living residences

The Registrar's Role

The Registrar, through the investigation of complaints, ensures that assisted living residences are operated in a manner that does not jeopardize the health and safety of residents. The intention when investigating complaints is to promote good practice, prevent poor practice and intervene in unacceptable practice, without compromising resident health and safety. The goal of the complaint investigation process is to support an operator to comply with the *Health and Safety Standards*, or bring their residence into compliance following the least intrusive course of action.

When contacted, registry staff determine whether the person requires information only or if they want to initiate a complaint. If the person is making a complaint, staff assess whether it relates to the types of complaints that the registrar has jurisdiction to address.

The staff then analyze the complaint and determine the best investigative approach including:

- educating an operator and/or complainant about the regulatory model for assisted living and the health and safety standards;
- gathering more information;
- conducting a review to ensure the operator complies with the *Health and Safety Standards*; and/or
- conducting an inspection of the residence.

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At the conclusion of an investigation, the Registrar;

- advises the operator whether they comply with the *Health and Safety Standards* or whether they need to take action to bring their residence into compliance; and
- where requested, follows up with a complainant about the outcome of an investigation.

Where an operator fails to bring the residence into compliance with the *Health and Safety Standards*, the Registrar may take progressive enforcement action.

The Community Care and Assisted Living Act authorizes the Registrar to:

- attach or vary conditions to a registration;
- suspend a registration;
- cancel a registration; and
- impose a fine on an unregistered residence.

If the Registrar intends to take enforcement action against the registrant, the Registrar will send the registrant a letter outlining the pending action and reasons for it. The letter will be sent at least 30 days before the effective date of the action. The registrant then has the right to ask the Registrar to reconsider the action. The Registrar's letter will include information about the reconsideration process.

If a complainant is not satisfied with the investigation or outcome, the complainant may initiate an internal complaint to the Registrar. If, having followed the Registrar's internal complaint process, the complainant is still not satisfied the complainant may contact the Office of the Ombudsperson to review the Registrar's handling of the complaint.

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Complaints outside of the Registrar's jurisdiction

The registrar does not have jurisdiction to address complaints related to:

- **tenancy** (such as rent increases without notice, failure to refund damage deposits or issues related to the terms of an assisted living contract);
- **service protection** (such as dissatisfaction with meals), unless the complaint relates directly to residents' health or safety;
- **operating issues** such as residence staff, management-staff relations or services (e.g., dissatisfaction with meals), unless the complaint relates to the health or safety of a resident, should be resolved directly with the assisted living operator;
- **complaints about community care facilities** and situations where an assisted living operator may be offering more than two prescribed services and is therefore operating an unlicensed community care facility contrary to the *Community Care and Assisted Living Act* are referred to the appropriate community care facilities licensing office; and
- **case manager's assessments** where a case manager has assessed an individual as being ineligible for publicly subsidized assisted living. These issues are referred to the regional health authority.

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Registrant Obligations

As an operator, you have the obligation to:

- Comply with the *Community Care and Assisted Living Act, Regulations, Health and Safety Standards*, and the Assisted Living Registrar's administrative policies and procedures.
- Not house residents who are unable to make a range of decisions necessary to function safely in the residence.
- Maintain a "watchful eye" over residents' health and safety.
- Report serious incidents to the registrar within 24 hours.
- Establish and communicate your internal complaint process by:
 - communicating the complaint process in a manner that is readily accessible to the residents, staff and visitors; and
 - not preventing or intimidating anyone from making a complaint.
- Communicate the registrar's complaint process by:
 - making the registrar's complaint process and contact information readily accessible to residents, staff and visitors; and
 - not preventing or intimidating anyone from making a complaint to the Registrar.
- Maintain a 24-hour emergency response system for residents and staff to summon help in an emergency.
- Protect residents from abuse and neglect by complying with the *Criminal Records Review Act* to ensure that owners, site managers, employees, contractors and volunteers have a current criminal record review (within 5 years).
- Operate within the number of resident units that are registered.
- Maintain registration.

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Operating an Assisted Living Residence

Philosophy and principles

As an operator you are expected to support and promote the philosophy and principles of assisted living.

Assisted living is a semi-independent form of accommodation that provides housing with appropriate supports and prescribed services that allow residents to maintain an optimal level of independence. Residents, even when they need support and assistance in daily life, retain the ability and right to manage their own lives. They maintain their privacy by living independently and they maintain their dignity by making choices about their daily activities, based on their personal preferences and lifestyles.

Operators must provide choice and respect the privacy and independence of residents. When requested, staff should provide assistance that supports residents to live as independently as possible

PRINCIPLES
Choice
Privacy
Independence
Individuality
Dignity
Respect

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Watchful eye

Assisted living operators have a duty to keep a ‘watchful eye’ over residents without taking over their personal responsibility for their health and safety. In keeping a watchful eye, staff should not intrude unnecessarily into the private lives and personal decision making of residents. However, if staff notice a problem in relation to a resident’s health or safety, they have a responsibility to follow up on the matter with the resident and/or their designated contact person.

An assisted living operator has a greater responsibility to “keep a watchful eye” than is expected of independent housing operators (where a person receives only housing from the operator) or supportive housing operators (where the person receives housing and one or more hospitality services, i.e., meals or laundry, but no personal care, *from the operator*). However, the responsibility is not as high as that expected of operators of licensed residential care facilities.

As long as a resident appears capable of making decisions and is not putting the health or safety of others at risk, they have a right to make their own decisions, even where those decisions include living at risk. However, where there are signs that a resident’s decision-making ability is declining, there is a greater onus on operators to assure themselves that the resident is making an informed decision to take the risk, mitigating any harm to themselves and not placing others in the residence at risk.

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Resident population

Your application form identified the resident population in the residence (i.e., adults accessing substance use services or adults accessing mental health services). The resident population may include more than one or more of these groups where their service needs can be accommodated within the one or two prescribed services offered in the residence.

Because assisted living is intended for people who are able to live in a semi-independent environment, section 26(3) of the *Community Care and Assisted Living Act* places an obligation on registrants not to house people who are unable to make decisions on their own behalf. Please refer to Guideline 5.2 under Tab 5 for more information about how registrants should apply section 26(3).

Residence services

Your application form also indicated the one or two prescribed services that you are offering to residents in your assisted living residence. You must advise the registrar before you change:

- The number or type of prescribed services offered at the residence. For example, if on your application form you indicated that you offer one prescribed service then you may not add a second prescribed service before notifying the registrar.
- The type of prescribed service. For example, you may not cease providing activities of psychosocial supports and, instead, offer central storage, distribution, administration and monitoring of medications.

Maintaining Registration (page 10), provides information on how to notify the registrar of changes to your registration information.

In addition to two prescribed services, you may offer any or all of the six prescribed services at a “support level”. Guidelines 8.1 to 8.3 under Tab 8 provide further information on prescribed services and what constitutes a “support level” of service.

Dealing with two resident populations

An operator may choose to submit a second application to register a second residence serving a resident population that requires different prescribed services. For example, in one part of your residence you offer activities of daily living and medication as prescribed services to adults with mental health problems. In another part of your residence you offer psychosocial support and medication services to adults with substance use problems.

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Where an operator has registered two assisted living residences in one location, he or she must house the two groups of residents in distinct areas of the building. For example:

1. on separate floors, where the resident units and common areas are for the exclusive use of each resident population, or
2. in separate wings, where the resident units and common areas are for the exclusive use of each resident population.

The two assisted living populations should not be mixed in order to ensure that each population receives no more than two prescribed services.

Staffing

The Registrar has not set specific staffing requirements. Instead, the health and safety standard is that staff have the right skills and competencies to do their job.

Role of health professionals

Residents of assisted living have access to professional care (such as physician services or nursing care) in the same way they would have if living independently in the community. Residents may access professional services through health authority programs (community nursing, physiotherapy, substance use counsellor) or by purchasing these services from a private agency.

Often, assisted living residences are staffed by non professional staff. However, each prescribed service includes a level of professional care and/or oversight. Registrants must employ or contract with appropriate health care professionals to provide the prescribed service and/or to delegate or assign professional health care tasks to nonprofessional staff, as appropriate. Professional practice will determine delegation procedures. Operators are obliged to ensure professional supervision of any delegated tasks.

Tab 8, Standard 8 and Personal Assistance Guidelines (in the “Resources” section, Tab 1), provides further information on the delivery of prescribed services.

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Maintaining Registration

Maintaining registration

In order to maintain registration in good standing, an operator must:

- post the current registration certificate in the residence;
- notify the Registrar promptly of changes or updates to the registration information;
- renew registration annually.

A person must not operate an assisted living residence that is not registered.

Registration certificate

The current registration certificate must be posted in a visible place in the residence to show that you meet the health and safety standards for assisted living under the *Community Care and Assisted Living Act*.

Registration certificates are valid for up to one year (to March 31).

Each time the registration is renewed, the registrar issues a new certificate.

Registration changes

Operators must notify the registrar, in writing, about changes to registration information throughout the year. This information is important because it enables the registrar to know how to contact you.

Administrative changes include:

- residence information, including the residence name and/or other trade name, and contact information (address, phone number or e-mail address).
- operator contact information, including authorized representative, mailing address, phone number, or e-mail address.

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Non-administrative changes include:

- the new residence site manager
- change in ownership of the registered residence (i.e., a change in the legal entity that operates the residence)
- the number of units registered as assisted living
- the resident population
- the prescribed services offered
- residence building structure renovations.

Operators must notify the Registrar about non-administrative changes within five working days of being aware of the change (with the exception of a change of ownership). The Registrar reviews the changes and determines if any follow-up is needed.

Change of residence ownership

Operators should notify the Registrar's office about a pending change in ownership of a residence at least 60 days before the effective date, including the name, address and contact telephone numbers of the prospective new owner.

The Registrar will send an application for registration package to the prospective new owner.

Prospective new owners must submit a new registration application at least 60 days before the effective date of the ownership change to allow the Registrar time to process the application.

When the Registrar is notified that the change in ownership transaction has been completed, the new registration certificate will be issued.

If the change in ownership does not proceed, the existing registration remains in effect.

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Annual registration renewal

Operators must renew their registration by March 31 of each year.

In February, operators receive electronic notice from the registry regarding their annual registration and an invoice for the annual registration fee renewal.

Upon receipt of this information, operators should:

- Review and update the residence information.
- Submit the updated information and annual registration fee to the registrar's office by March 31.
- Cheques should be made payable to the Minister of Finance.
- Upon renewal, operators will receive a letter of approval and a new registration certificate effective April 1 to March 31 of the following year.
- If there has been a change to the residence registration information, the same processes outlined above are followed before a registration is renewed.

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Health and Safety Standards and Guidelines

Introduction

The mandate of the Assisted Living Registrar (ALR) is to register all assisted living residences in the province as defined under the *Community Care and Assisted Living Act* (the Act), whether private pay or publicly subsidized. The goal of registration is to strengthen services for individuals/caregivers by:

- ensuring access to information needed to make informed choices about residences that provide housing, supports and services for people with mental health and or substance use problems;
- providing a consistent standard of health and safety, including clear policies and standards;
- increasing transparency and accountability for receiving and resolving health and safety concerns and complaints;
- strengthening protections from abuse and neglect; and
- providing an increased range of assisted living services.

The Assisted Living Registrar registers residences, sets provincial standards and investigates complaints about issues affecting residents' health and safety to ensure operators meet this requirement¹. In addition to registration, some operators may also be required to meet program requirements set by public funding bodies or be accredited.

Standards

The standards:

- incorporate, rather than duplicate, existing regulatory and policy requirements;
- focus on broad health and safety considerations rather than establishing specific program requirements that are associated with funding source requirements or accreditation; and
- represent the requirements that mental health and substance use residences must meet to be registered and maintain registration.

¹ Section 26(5) of the CCALA requires that registrants (operators of registered residences) operate their residences in a manner that does not jeopardize residents' health or safety.

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Health and Safety Standards and Guidelines

These health and safety standards and associated service guidelines are specific to residences that qualify for registration under the Act² and provide housing, supports and services for people with mental health and/ or substance use problems (MHSU residences). The purpose of the standards is to support a consistent standard of care for all residents living in assisted living residences, whether private pay or publicly subsidized. Operators must demonstrate compliance with the standards.

Operators have the flexibility to design their own programs, policies, procedures and administrative systems but they must:

- comply with any existing regulatory and policy requirements, or requirements set out by the health authority if publicly subsidized;
- demonstrate that they orient all staff to the residence policies and procedures; and
- develop processes to monitor and ensure ongoing compliance with them.

The standards were developed in consultation with representatives from the Ministry of Health, Ministry of Social Development, health authorities, and operators who work in the sector, and will be revised over time, based on ongoing consultation with stakeholders and experience gained through applying them.

In the tables following, each standard is stated and the required outcomes that operators must achieve are listed in the left hand column. Indicators in the right hand column identify how the outcome would be demonstrated, and support the quality of care (e.g., policies, procedures, reporting). Operators must provide “required” indicators. Indicators that are not marked “required” are discretionary. Standard specific service guidelines have been developed to assist people to better understand how to achieve the standard.

² Residences are considered assisted living (AL) residences if they provide housing, five hospitality services, and one or two prescribed services to adults as per the CCALA.

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Health and Safety Standards and Guidelines

The nine standards are:

1. Individuals have access to information needed to make informed choices about housing, supports and services for mental health and substance use residences.
2. Operators provide a safe, secure and sanitary environment for residents and staff.
3. Residents have access to five hospitality services that support their health and safety.
4. Staff have the right skills and competencies to do their job.
5. Potential residents are screened before entering the residence, and residents participate in exit planning to support their transition out of the residence.
6. Residents participate in establishing and maintaining their personal services plan.
7. Risk of abuse and neglect to residents and staff is minimized.
8. Services are provided in a safe, accountable manner, and meet residents' needs.
9. Residents are provided with information on complaint processes.

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Definitions

abuse means the deliberate mistreatment of an adult that causes the adult (a) physical, mental or emotional harm, or (b) damage to or loss of assets, and includes intimidation, humiliation, physical assault, sexual assault, overmedication, withholding needed medication, censoring mail, invasion or denial of privacy or denial of access to visitors. **“Neglect”** means any failure to provide necessary care, assistance, guidance or attention to an adult that causes, or is reasonably likely to cause within a short period of time, the adult serious physical, mental or emotional harm or substantial damage to or loss of assets, and includes self neglect. *Adult Guardianship Act*, RSBC 1996, c. 6, s. 1.

common space is an area that is available for use by more than one person. The common areas are those "within a building that are available for common use by all tenants, (or) groups of tenants and their invitees.

Compliance packaging³ is dispensing medications in compliance packs assists individuals (or their agents) in maintaining an administration schedule, improving ease/efficiency of administration and convenience, and thus optimizing the effectiveness of treatment. When dispensing in compliance packs, **the pharmacist assumes the responsibility and accountability** for organizing an individual’s medications in addition to dispensing and counselling functions associated with traditional prescriptions. Compliance packaging is available in various formats: single medication blisters cards, multi-medication blister cards, hard packs and strip packaging. Each device is designed with compartments representing day of week and administration time; typically morning, noon, dinner and evening.

designated agency is a community agency that has a legal responsibility to look into the situation and to talk directly with the adult, involving them as much as possible in addressing their situation. The designated agencies in BC are: the five regional health authorities and Community Living B.C. (for adults who are eligible for these services). Designated agencies work with the adult to give the kind of support that he or she wants and needs. This may include informal support from friends, family and advocates. It may also include other services such as home support, meal services or a day program. Many situations will be addressed in this way.

³ Ontario College of Pharmacists description

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Health and Safety Standards and Guidelines

emergency is any unplanned event that can cause death or significant injuries to residents, staff, or that can shut down business, disrupt operations, cause physical or environmental damage.

emergency response plan is the plan that is put into effect whenever a crisis, man-made or natural, disrupts operations, threatens life, creates major damage, and occurs within the organization and its surrounding area. While it is likely that outside assistance would be available in most large-scale crisis/emergency situations affecting organization, the organization must be prepared to carry out crisis response and short-term recovery operations on an independent basis.

exit plan is the plan developed by a operator in conjunction with the resident and, as appropriate, their family, physician, support network and case manager when a resident is no longer suitable for an assisted living residence. The exit plan sets out the resident's relocation plans.

hospitality services are meal services, housekeeping services, laundry services, social and recreational services, and a 24-hour emergency response system.

informed consent is approval given by a person served that is based on sufficient experience and knowledge, including exposure, awareness, interactions, or instructional opportunities, to ensure that consent is made with adequate awareness of the alternatives to and consequences of the options available.

medication management is the central storage of medication, distributing of medication, administering medication or monitoring the taking of medication.

personal service plan is an agreement between an individual resident and the operator that includes the nature of the resident's needs and service requests, the risks the resident is facing and a plan for delivery of services. The plan is developed when the resident moves in and is updated regularly.

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Health and Safety Standards and Guidelines

psychosocial supports is a holistic approach to working with people with mental illnesses or substance use issues. It is a program of services and supports in various areas of life, such as educational, vocational, social and/or leisure, by which individuals acquire or improve the knowledge and skills they need to live as independently as possible.

registrant is an operator of an registered assisted living residence.

residence occupancy agreement defines the expectations, rights and obligations of the resident and provider. This agreement should include the services to be provided, the charges to the resident for the services, and the conditions under which a resident will be required to move out of the residence, as well as other relevant policies and procedures.

safe is being free from danger or the risk of harm.

staff are employees, contractors, volunteers, and residents who perform staff functions.

serious incidents include: attempted suicide by a resident; missing person, unexpected deaths reported to the Coroner; disease outbreaks reported to the local Medical Health Officer; abuse or neglect; medication error that requires emergency care by a physician or transfer to hospital; and fire or flood that causes personal injury or building damage.

unsafe behaviours are activities that residents may engage in that may present a danger either to themselves or to others e.g., suicide, self-neglect, self-harm , compulsive hoarding , unsafe smoking practices, aggressive behaviour.

watchful eye: As a standard of care, 'keeping a watchful eye' means if an operator notices a problem in relation to a resident's health or safety, they have a responsibility to follow up on the issue.

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Standard 1	
<i>Individuals have access to information needed to make informed choices about housing, supports and services for mental health and substance use residences.</i>	
Required Outcomes	Indicators
1.1 Access to Information	
1.1.1 Individuals or representatives receive all necessary information about the residence, supports and services prior to entering the residence.	<ul style="list-style-type: none"> • residence occupancy agreement identifying the responsibilities of the operator and the resident (required); • Assisted Living Registrar complaint brochures available (required); • complete and understandable information about the residence readily available including services, costs, rules, rights of residents, cooking and dining facilities and spaces, requirement to share accommodation, open door design, accommodation of food allergies, intolerances or special diets and who to contact with concerns (required); • pictures of the residence available; • residents state that they know their rights and have adequate information about the services and rules, i.e., right to complain.
1.2 Informed Consent	
1.2.1 Individuals or representatives provide informed consent at time of entering the residence.	<ul style="list-style-type: none"> • entry interview process and material to inform potential residents about the physical space (required); • signed consent to service form (required); • newsletters.

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Health and Safety Standards and Guidelines

Standard One - Guidelines

Standard 1: *Individuals have access to information needed to make informed choices about housing, supports and services for mental health and substance use residences.*

Guideline: Access to Information

1.1 Individuals or representatives receive all necessary information about the residence, supports and services prior to entering the residence.

In the resident handbook or entry interview, operators must fully inform potential residents of:

- philosophy of the residence;
- rights of residents and who to contact with concerns;
- the nature and costs of the accommodation and services provided;
- the residence's house rules including participation in house routines and programs, behaviour in the residence and why they may be asked to leave the residence;
- whether or not the residence requires shared accommodation;
- cooking and dining facilities available;
- whether food allergies, food intolerances or special diets are accommodated;
- whether or not the residence has an open door design; and
- how their personal belongings will be secured.

Given the psychosocial support focus of most MHSU residences, operators may place some restrictions on residents' freedom of choice (residence's house rules) while they are in the supportive recovery residence. For example, the operator may impose a structured daily routine, prohibit use of alcohol or illicit drugs, or limit contact with family and friends. These restrictions could be permanent throughout the resident's stay or temporary, with residents given greater freedom of choice as they are able to better manage their mental health or substance use problems.

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Health and Safety Standards and Guidelines
Standard One - Guidelines

Guideline: Informed Consent

1.2 Individuals or representatives provide informed consent at time of entering the residence.

Elements of consent: *Health Care (consent) and Care Facility (Admission) Act*

6 *An adult consents to health care if:*

- (a) the consent relates to the proposed health care;*
- (b) the consent is given voluntarily;*
- (c) the consent is not obtained by fraud or misrepresentation;*
- (d) the adult is capable of making a decision about whether to give or refuse consent to the proposed health care;*
- (e) the health care provider gives the adult the information a reasonable person would require to understand the proposed health care and to make a decision, including information about
 - (i) the condition for which the health care is proposed;*
 - (ii) the nature of the proposed health care;*
 - (iii) the risks and benefits of the proposed health care that a reasonable person would expect to be told about; and*
 - (iv) alternative courses of health care; and**
- (f) the adult has an opportunity to ask questions and receive answers about the proposed health care.*

The [Health Care Providers' Guide to Consent to Health Care](#) is a resource that also provides information about informed consent.

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<p>Standard 2</p> <p><i>Operators provide a safe, secure and sanitary environment for residents and staff.</i></p>	
<i>Required Outcomes</i>	<i>Indicators</i>
<p>2.1 Building</p>	
<p>2.1.1</p> <p>Building design, construction and occupancy comply with requirements of applicable legislation, regulation bylaws and codes.</p>	<ul style="list-style-type: none"> • business license or written confirmation from the local government that license is not required (required); • occupancy permit for new buildings and permits for any significant renovations (required); or • BC Housing Home Inspection or equivalent (required); • local fire department approval of fire safety plan (required); • permits from local health authority Environmental Health Services for water or sewage disposal systems not on city/municipal/regional district services, hot tubs, and swimming pools (required).
<p>2.1.2</p> <p>Residents have common spaces that meet their social needs.</p>	<ul style="list-style-type: none"> • designated common space for residents that is adequate for the residents to meet their social needs, e.g., living room, television room, computer room, outdoor space for residents (required); • residents state that that the common space provides for their social needs.
<p>2.1.3</p> <p>The residence safely accommodates the needs of residents and staff.</p>	<ul style="list-style-type: none"> • residence is registered with WorkSafeBC if required (required); • written Workplace Hazardous Materials Information System (WHMIS) policy, if exempt from WorkSafeBC (required); • policies and procedures for cleaning and maintaining the building (required); • satisfactory annual fire inspection (required); • minimal WorkSafeBC claims.

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<p>Standard 2</p> <p><i>Operators provide a safe, secure and sanitary environment for residents and staff.</i></p>	
<i>Required Outcomes</i>	<i>Indicators</i>
<p>2.1.4 The residence is physically secure.</p>	<ul style="list-style-type: none"> • policies and procedures for situations where other residents, visitors or intruders may place residents or staff at risk (required); • policy and procedure for locking doors and after hour entry to residence (required).
<p>2.2 Resident Privacy</p>	
<p>2.2.1 Resident privacy and personal information are protected.</p>	<ul style="list-style-type: none"> • policies for recording and storing personal information including the length of time personal information is maintained (required); • written informed consent for release of residents’ personal information (required); • a locked file cabinet or area to store resident personal information is used (required); • residents state they that know the policy about when staff can enter their units; • residents report that staff do not enter their units without permission other than for health and safety concerns;
<p>2.2.2 Residents belongings are secure against loss, damage or theft.</p>	<ul style="list-style-type: none"> • policy on storage of residents’ belongings and abandonment of personal property (required); • residents have access to a secure storage space (required).

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<p>Standard 2</p> <p><i>Operators provide a safe, secure and sanitary environment for residents and staff.</i></p>	
<i>Required Outcomes</i>	<i>Indicators</i>
<p>2.3 Fire Safety, Infection Control and Emergency Preparedness</p>	
<p>2.3.1 Residents live safely in the community.</p>	<ul style="list-style-type: none"> • written general emergency plans for staff and residents displayed prominently, i.e., fire, flood, earthquake, extreme weather and/or extended power failure (required); • basic fire safety equipment (e.g., fire extinguishers and smoke detectors) with number, type and placement approved by the local fire authority are in building (required); • a posted fire evacuation plan (escape plan) (required); • plan for temporarily relocating residents during a loss of essential services (required); • policies and procedures to prevent and control infectious disease and pest infestations, e.g., using universal and/or other precautions and seeking advice, as needed, from the local health authority or public health unit (required); • first aid kit on site and available to staff and residents (required).
<p>2.4 Serious Incidents</p>	
<p>2.4.1 Serious incidents are reported to the Assisted Living Registrar within 24 hours.</p>	<ul style="list-style-type: none"> • serious incident reports submitted to the Assisted Living Registrar within 24 hours of an incident as per Guideline 2.8, page 27 (required).

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Health and Safety Standards and Guidelines
Standard Two - Guidelines

Standard #2: *Operators provide a safe, secure and sanitary environment for residents and staff.*

Guideline: Resident Privacy

2.5 Resident privacy and personal information are protected.

Operators must protect resident's personal information. This can be accomplished, in part, by working with the resident to gain their signed, written consent to release and/or obtain their personal information. The written consent should include:

- What specific information can be released or obtained
- For what purpose the information will be used
- The time limit the consent is valid for
- Notice to the resident that they can withdraw their consent at anytime

Release of resident information must conform to the *Freedom of Information and Protection of Privacy Act*.

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Health and Safety Standards and Guidelines

Standard Two - Guidelines

Guideline: Serious Incidents

2.8 Serious incidents are reported to the ALR within 24 hours.

Purpose of recording and tracking incidents

- keeping track of all incidents at a residence, supports resident health and safety;
- recording of incidents and subsequent analysis is a management tool, which can be used to reduce risk and improve the quality of services and operations.

Note: Serious incident reporting does not replace any internal incident reporting processes.

Operators must maintain a record of incidents that occur within the residence and report serious incidents to the Registrar in accordance with this guideline. Serious incidents¹ include:

1. attempted suicide by a resident;
2. missing person;
3. unexpected deaths reported to the Coroner;
4. police calls;
5. disease outbreaks reported to the local Medical Health Officer;
6. abuse or neglect by staff reported to the local abuse and neglect Designated Agency or the Public Guardian and Trustee;
7. medication error that requires emergency care by a physician or transfer to hospital;
and
8. fire or flooding that caused personal injury or building damage.

Reporting serious incidents to the Registrar provides:

- information about any actual or potential risks to resident health and safety;
- the Registrar with an opportunity to do a risk assessment and consider whether further follow up or an inspection of the operator's residence is warranted;
- the Registrar with information about patterns of risk for individual operators, and enables the Registrar to identify trends in health and safety risks occurring across assisted living residences.

¹ This definition is an inclusive definition. Incidents not listed here that are sufficiently serious should be reported.

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Health and Safety Standards and Guidelines

Standard Two - Guidelines

Procedure for filing the serious incident report

1. The site manager/designate of the operator completes the Serious Incident Report form (the most current version is available at this link: <https://www.health.gov.bc.ca/exforms/assistedliving/1622fil.pdf>).
2. Submit the report to the Assisted Living Registrar by fax or email.
3. Submit the report no later than the next business day following the serious incident.

Follow up by the Registrar

Registry staff review the serious incident report and contact the site manager or equivalent if more information is required. Registry staff then assess the risk to resident health and safety. If the staff considers that there is no risk to resident health and safety and the incident does not require any further follow up, they log the incident and place the report on the residence file.

Registry staff may conduct an inspection where there is a concern about the health or safety of a resident. Factors influencing the decision to conduct an investigation include the specific nature of the incident, the operator's history of serious incidents and/or substantiated complaints, and the operator's awareness of and compliance with the *Health and Safety Standards*. Registry staff also look for emerging patterns in the operator's compliance history.

The Registrar takes into consideration the actions the operator has taken both immediately after the serious incident and follow up plans intended to reduce the risk of or prevent a recurrence of a similar incident in the future. The Registrar may also review the policies and procedures the operator has in place to manage and reduce similar risks.

The Registrar has the discretionary power to take action against an operator's registration (attach or vary conditions or suspend or cancel the registration). Enforcement of the *Community Care and Assisted Living Act* will be progressive.

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Standard 3	
<i>Residents have access to five hospitality services¹ that support their health and safety.</i>	
Required Outcomes	Indicators
3.1 Food Safety	
3.1.1 Meals are safely prepared and nutritious.	<ul style="list-style-type: none"> • safe food policies and procedures (required); • food premises permit if required by law, and comply with the <i>Food Premises Regulation</i> under the <i>Public Health Act</i> (required); • where there is no food premise permit, at least one person on site has a valid FOODSAFE certificate² (required); • evidence of coaching or information available about nutritious meals including, Canada Food Guide, menu planning, grocery shopping; meal preparation and safe food handling (required); • menus are developed according to Canada’s Food Guide and rotated to provide variety and choice (required);
3.2 Housekeeping	
3.2.1 Residents have equipment to safely clean their unit.	<ul style="list-style-type: none"> • operator ensures there is cleaning equipment (required); • residents are instructed and coached on how to use the equipment (required); • documentation verifying that resident has the ability to and is cleaning their unit (required); • residents’ rooms are clean.
3.3 Laundry	
3.3.1 Residents are able to clean their personal	<ul style="list-style-type: none"> • laundry equipment is available for all residents (required); • if required, residents are instructed and coached on the use of the laundry equipment and cleaning materials (required); • bed linens are changed weekly at a minimum (required);

¹ An operator may provide the hospitality services themselves or assist residents to take responsibility for performing some or all of the services themselves. If a resident is temporarily unable to perform a service themselves, the operator is expected to deliver the service or arrange for alternate services to be provided.

² www.foodsafe.ca

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Standard 3	
<i>Residents have access to five hospitality services¹ that support their health and safety.</i>	
Required Outcomes	Indicators
clothing.	<ul style="list-style-type: none"> residents have clean clothes, towels and bed linens.
3.4 Social and Recreational Opportunities	
3.4.1 Residents have social and recreational opportunities and are assisted in accessing community activities.	<ul style="list-style-type: none"> new residents receive an orientation to on site and off site community resources (required); information posted in residence about social and recreational activities for residents, e.g., music, video nights, board games, card games, AA/NA meetings, local recreational centres (required); information available about how to obtain bus passes, schedules, maps (required); residents report that they are assisted to organize transportation to attend social and recreational activities.
3.5 24-hour Emergency Response	
3.5.1 There is a 24-hour emergency response system for residents and staff to summon help in an emergency.	<ul style="list-style-type: none"> new residents receive an orientation to deal with emergencies (required); emergency contact information posted in residence (e.g., 911) (required); procedures on how staff and residents call for help (e.g., by telephone) (required); policies and procedures on how staff and residents respond to specific emergencies (required).

Registrant Handbook

Health and Safety Standards and Guidelines Standard Three - Guidelines

Standard #3: Residents have access to five hospitality services that support their health and safety.

Guideline: Food Safety

3.1 Meals are safely prepared and nutritious

The Food Premises Regulation made under the *Health Act* has been amended to exempt small assisted living residences (no more than six residents), which would otherwise be used as single-family residences, from the application of that regulation. This guideline outlines safe food practices for operators of small assisted living residences. Operators of larger assisted living residences (seven or more residents) are still covered by the Food Premises Regulation, but may also be interested in this policy.

A FOODSAFE course teaches safe practices for the obtaining, storage, preparation and serving of meals.

FOODSAFE courses are available face-to-face, online, and by correspondence, and are recognized throughout BC and across Canada as meeting the requirements for food safety training for food service industry workers.

Contact your local health authority or see the FOODSAFE website for more information.
<http://www.foodsafe.ca/main>

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Health and Safety Standards and Guidelines

Standard Three- Guidelines

Useful Links and Contacts

1. Health Authority FOODSAFE Contacts

For up to date FOODSAFE course information and availability, visit <http://www.foodsafe.ca/> and click the “courses” option at the top of the page. Or, if you do not have Internet access, consult the health authorities listing in the blue pages of your telephone book.

2. Workers’ Compensation Board

Workers’ Compensation Board has policies for making the food service area a safe working place. You may wish to purchase the Food Service Worker’s Safety Guide:

<http://tourism.healthandsafetycentre.org/s/Prevention-FoodBeverage.asp>

Workers’ Compensation Board of British Columbia

6951 Westminster Highway

Richmond B.C. V7C 1C6

604 273-2266; 1 800 661-2112 or 1 800 972-9972

Fax: 604 276-3151

<http://www.worksafebc.com/>

3. Prevention Services Information Line:

604 276-3100,

Toll-free: 1 888 621-SAFE (ext. 7233)

After-hours safety and health emergency reporting:

604 273-7711; 1 888 621-SAFE (ext. 7233)

Contacts for WCB of B.C. offices:

http://www.worksafebc.com/contact_us/regional_locations/default.asp

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Standard 4	
<i>Staff have the right skills and competencies to do their job.</i>	
Required Outcomes	Indicators
4.1 Management	
4.1.1 Site management is safe and meets the needs of residents.	<ul style="list-style-type: none"> • identifiable site manager with qualifications/experience to do their job (required); • site manager can explain, and demonstrate with written policies and procedures, how residence achieves <i>Standards</i> outcomes (required); • proof that site manager and owner have a current (within 5 years) <i>Criminal Records Review</i> (required); • lack of substantiated complaints; • lack of serious incidents; • managers work with ALR to address issues or provide ongoing learning to staff.
4.2 Staff	
4.2.1 Staffing meets the needs of residents.	<ul style="list-style-type: none"> • staffing plan is in place (required); • policies and procedures on how to manage unscheduled staff absences.
4.2.2 Staff and volunteers are qualified for the roles they perform.	<ul style="list-style-type: none"> • written policies and procedures on hiring and termination practices (required); • written role descriptions for each position (required); • proof that staff and volunteers have a current (within 5 years) <i>Criminal Records Review</i> (required); • copies of any diplomas/certificates/degrees on personal files; • staff are recruited and selected in accordance with the role descriptions.
4.2.3 Staff are capable of and knowledgeable about their role.	<ul style="list-style-type: none"> • orientation policies, procedures and protocols including the residence’s philosophy and the house rules (required); • records show training provided and/or taken by staff (required).

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Health and Safety Standards and Guidelines Standard Four - Guidelines

Standard 4: Staff have the right skills and competencies to do their job.

Guidelines: Management and Staff

4.1 and 4.2.2 Criminal Record Reviews

Effect June 30, 2011, the BC *Criminal Records Review Act* requires employees working with vulnerable adults to authorize a criminal record check for their employers.

Under the *Criminal Records Review Act*, assisted living residents are considered to be *vulnerable adults*. A person, including an assisted living operator, is considered to be working with vulnerable adults if that individual works with assisted living residents directly or has or could have unsupervised access to residents in the ordinary course of their work. For additional information about practicum students and the CRRP, see <http://www.pssg.gov.bc.ca/criminal-records-review/who-qualifies/index.htm#students>.

The purpose of the change is to help protect vulnerable adults in BC, including assisted living residents, from physical, sexual or financial abuse. It expands on the existing Criminal Records Review Program (CRRP) of the Ministry of Public Safety and Solicitor General that protects children from physical and sexual abuse. The CRRP conducts and adjudicates the record checks.

All registrants must have submitted authorization for a criminal record check for themselves and each of their employees, volunteers and practicum students who work with assisted living residents as described above.

How does the CRRP conduct criminal record checks?

The CRRP reviews the records of employees and volunteers who work with vulnerable adults against the list of offences developed for children *and* a list developed especially for those who work with vulnerable adults. Registrants must obtain confirmation from contractors that they have obtained authorizations for criminal record checks for their employees and volunteers.

When a criminal record is identified the CRRP obtains information about the offence. Occasionally, the CRRP will request a written submission from the employee. An adjudicator analyzes the information and prepares a recommendation to the Deputy Registrar of the CRRP about whether the employee poses a risk to vulnerable adults. The Deputy Registrar will communicate a written decision to the registrant and employee. If the Deputy Registrar makes a determination of risk, unless that determination is overturned, the registrant must ensure that the employee does not work with vulnerable adults.

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Health and Safety Standards and Guidelines

Standard Four - Guidelines

Payment

There is a \$20.00 non-refundable processing fee for each criminal record check. The registrant must submit payment with the employee's completed and signed Consent Form.

What are the registrant's responsibilities?

1. Inform affected employees about the need to authorize a criminal record check.
2. Have the employees complete and sign the Consent to a Criminal Record Check Form <http://www.pssg.gov.bc.ca/criminal-records-review/apply/index.htm>.
3. Verify the employee's identity in person by asking for two pieces of identification. One piece of ID must be government-issued and display the employee's name, date of birth, signature and photo.
4. Submit the Consent Form and processing fee to the CRRP.
5. To meet the CRRP's auditing requirements, retain the employee's original signed Consent Form for five years.
6. Conduct a re-check every five years by tracking when each employee is due for a re-check and submitting the employee's Consent Form to the CRRP by the five year anniversary date.
7. Should the registrant become aware that an employee has been charged with or convicted of a specified offence after a criminal record check has been conducted, the registrant must ensure the employee authorizes a new Consent to a Criminal Record Check Form, and submit this with the processing fee.

What are the employee's responsibilities?

The employee must complete and sign a Consent to a Criminal Record Check Form. The employee must either submit the \$20 processing fee themselves or verify the registrant will pay. An employee charged with or convicted of a specified offence after a criminal record check must promptly report the charge or conviction to the employer.

How do registrants submit the authorizations for criminal record checks?

The CRRP is encouraging the use of Criminal Record Checks Online, which expedites secure transmission of Consent Forms and payment of fees over the Internet. Or, registrants may submit the Consent Forms and Processing Fees by mail or fax. For more information about the options, see <http://www.pssg.gov.bc.ca/criminal-records-review/apply/index.htm>. Registrants must submit the authorizations to the CRRP, not to a local police detachment.

More information <http://www.pssg.gov.bc.ca/criminal-records-review>

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<p>Standard 5</p> <p><i>Potential residents are screened before entering the residence, and residents participate in exit planning to support any transitions out of the residence.</i></p>	
<i>Required Outcomes</i>	<i>Indicators</i>
<p>5.1 Entry</p>	
<p>5.1.1 Residence appropriately meets the needs of the residents.</p>	<ul style="list-style-type: none"> • documentation about the residence’s services and rules (required); • screening criteria and procedures comply with the <i>Resident Entry and Exit Guideline</i> (page 38) (required); • signed occupancy or participation agreements that include exit criteria (required); • records showing an entry interview occurred.
<p>5.2 Exit</p>	
<p>5.2.1 Residents are supported in their transition out of the residence.</p>	<ul style="list-style-type: none"> • exit criteria and procedures comply with the <i>Resident Entry and Exit Guideline</i> (page 39) (required); • written exit plan (required); • documentation of unexpected exits and reasons.

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Health and Safety Standards and Guidelines Standard Five - Guidelines

Standard #5: *Potential residents are screened before entering the residence, and residents participate in exit planning to support transitions out of the residence.*

Assisted living is intended for people who have the ability to make the range of decisions that will allow them to live safely in a semi-independent housing environment. The *Community Care and Assisted Living Act* requires that operators not house people who are unable to make decisions on their own behalf, which is a fundamental prerequisite to residing in a mental health and Substance use (MHSU) residence¹. This means that potential residents must be able to make an informed decision to enter the residence and continue to be able to make decisions on their own behalf while in the residence with exceptions (see below).

Guideline: Entry

5.1 Residence appropriately meets the needs of the residents.

Operators should conduct an entry interview to inquire about a potential resident's mental health and/or substance use service needs and goals as well as their physical health care needs.

The following entry criteria must be met before an operator can accept a resident into the program:

- the residence's services are suited to the person's service needs and goals;
- the person understands the nature of the services offered;
- the person's physical health is relatively stable;
- the person's decision to enter the residence is voluntary, unless the person has been directed to the residence by the director of a designated mental health facility; by a judge, as part of a conditional sentence; or by a probation or supervision order;
- the person is able to make the range of day to day decisions that will allow them to live safely in the residence;
- the person will not, through their behaviour, jeopardize the safety or well-being of others in the residence;
- the building can accommodate any physical disabilities the person may have, e.g., if the person is in a wheelchair, the residence is wheelchair accessible.

¹ *Community Care and Assisted Living Act*, Section 26 (3)

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Health and Safety Standards and Guidelines

Standard Five- Guidelines

A resident's decision to enter a residence must be voluntary, unless they have been directed to the residence by the director of a designated mental health facility or by a judge as part of a conditional sentence, probation order or supervision order.

When a leave certificate is issued under section 37 of the *Mental Health Act*, a person is deemed no longer able to make their own admission and treatment decisions about their mental health disorder. Instead, decision making with respect to these matters shifts to the director of the designated mental health facility that issued the certificate. However, the person must still be able to make the range of decisions that will allow them to function safely in the residence. Before referring the person to assisted living, the director or judge considers whether the person will be able to function safely in a semi-independent environment.

Guideline: Exit

5.2 Residents are supported in their exit out of the residence.

A residence is no longer suitable for the resident when the resident no longer meets the health and safety prerequisites stated above or when resident is moving on to more independent housing.

Operators must develop an exit plan in conjunction with the resident and, as appropriate, their family, physician, key supports and/or case manager to support residents in their transition out of the residence, whether the resident is no longer suitable for the residence or because the resident is moving on to more independent housing.

Some exits may be unplanned. In these cases, to the extent possible, steps should be taken to minimize risks to the individual. For example, if a resident is evicted or decides to move on short notice, the operator would document the circumstances associated with the person's departure, notify parties where appropriate or with consent (e.g., case manager, family members) and attempt to connect the person with suitable community-based support services.

The exit plan should identify the resident's alternate accommodation, links to appropriate community-based support service agencies (e.g., Alcoholics Anonymous) and any ongoing treatment needs (e.g., outpatient counselling).

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Health and Safety Standards and Guidelines
Standard Five- Guidelines

Community Care and Assisted Living Act Section 26(3)

MHSU residences are intended for people who have the ability to make the range of decisions that will allow them to function safely in a semi-independent environment. People who cannot make such decisions would be at risk and section 26(3) of the CCALA prohibits operators from housing them.

Key areas of function include the ability for residents to:

- organize and initiate their own activities in the residence, independently or with support;
- recognize an emergency, summon help and respond appropriately to the emergency;
- recognize the consequences of taking risks;
- find their way back to the residence independently;
- participate in regular reviews of their service needs; and
- make a complaint directly or through family and friends.

Operators must determine that residents continue to be able to make the range of decisions necessary to function safely in the residence. If they see signs that a resident is becoming a danger to themselves or others in the residence, they must mitigate the risks to the extent possible and notify the person's case manager or contact person so that the matter can be reviewed by the health professionals involved in the resident's care, e.g., family physician, outreach health workers, psychiatrist, case manager or substance use counsellor.

If the loss in decision-making ability is likely to be temporary, the operator, in conjunction with the health professionals involved in the resident's care, should develop a plan to ensure the resident's health and safety is not in jeopardy, and any risks to other residents are mitigated, while the situation resolves. The plan may include a brief period of hospitalization, or more intensive service offered within the residence by residence staff or external service providers.

If the loss in decision-making ability is likely to be for a prolonged period of time, the resident will need to move to a safer environment as soon as possible. In that case, the operator will need to develop an exit plan in conjunction with the resident and the health professionals involved in the resident's care.

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Health and Safety Standards and Guidelines

Standard Five - Guidelines

Health Care Needs

Residents will generally access health services in the same way as they would if living in their own homes, by visiting health professionals in the community (e.g., general practitioner, psychiatrist, mental health worker, substance use counsellor).

Residents who have chronic but relatively stable physical health problems or short-term acute health problems may be eligible for Home and Community Care services. These residents may receive care in the residence through scheduled visits from health authority community nursing or community rehabilitation staff.

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<p>Standard 6</p> <p><i>Residents participate in establishing and maintaining their personal service plan.</i></p>	
<i>Required Outcomes</i>	<i>Indicators</i>
<p>6.1 Personal Service Plan</p>	
<p>6.1.1 Each resident has a personal service plan.</p>	<ul style="list-style-type: none"> • policies and procedures on establishing an initial personal service plan and updating the plan based on a resident’s changing needs (required); • policies and procedures for monitoring and recording resident changes in relation to their goals, and updating personal service plans including resident’s involvement (required); • resident personal service plan developed within 1 month (required); • residents have access to a copy of their personal service plan (required); • signature/initial of resident on their personal service plan; or documented resident verbal consent (required) • personal service plans are updated as required; • personal service plans include resident needs, preferences, goals, risks to safety i.e., anger management, suicide alert, inappropriate behaviours and services being provided; • residents report that they were involved in making and updating their personal service plan related to the services provided.

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Mental Health and Substance Use Residences

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Standard 7	
<i>Risk of abuse and neglect to residents and staff is minimized¹.</i>	
<i>Required Outcomes</i>	<i>Indicators</i>
7.1 Mitigation of Risk	
7.1.1 Residents are not a danger to themselves or others.	<ul style="list-style-type: none"> • policies and procedures to ensure residents are able and willing to comply with the house rules for the safety of themselves and other residents (required); • the organization assesses each client for risk of suicide at regular intervals, or as needs change(required); • the organization identifies clients for risk of suicide (required); • personal services plans document identified risks to safety and how those risks can be mitigated (required); • records that show residents are coached on how to reduce risks, e.g., safety associated with smoking (required).
7.2 Resident Abuse and Neglect	
7.2.1 Residents and staff are not abused or neglected.	<ul style="list-style-type: none"> • training records for staff about how to recognize abuse or neglect (required); • policies and procedures on identifying and responding promptly to abuse or neglect of residents and staff (required); • allegation of abuse or neglect is reported immediately to the appropriate agency (i.e., police, funder, local abuse and neglect designated agency) (required).

¹ Operators must ensure the personal safety of residents and staff. Within the context of house rules, operators respect the right of residents to make personal choices about their daily activities, as long as those choices do not place other residents, staff and visitors at risk.

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Health and Safety Standards and Guidelines
Standard Seven - Guidelines

Standard #7: *Risk of abuse and neglect to residents and staff is minimized.*

Guideline

7.2.1 Residents and staff are not abused or neglected

Operators must ensure the safety of residents.

Safe means being free from danger or the risk of harm. Within the context of house rules, operators must respect the right of residents to make personal choices about their daily activities, as long as those choices do not place other residents, staff and visitors at risk.

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Standard 8	
<i>Services¹ are provided in a safe, accountable manner and meet residents' needs.</i>	
Required Outcomes	Indicators
8.1 Psychosocial Supports²	
8.1.1 Psychosocial supports assist individuals to work towards long-term recovery, maximized self-sufficiency, enhanced quality of life and reintegration into the community.	<ul style="list-style-type: none"> • operator's program is consistent with the Guidelines for Psychosocial Supports (see pages 50-52) (required); • clear definition of Psychosocial Supports policies/rules (required); • need for psychosocial supports and client goals documented in personal service plan specific to the supports provided (required); • psychosocial supports for those individuals with severe mental disorders are approved by a qualified mental health clinician responsible for providing treatment and overseeing support services (required).
8.2 Medication Services	
8.2.1 Medication services are provided in a safe manner.	<ul style="list-style-type: none"> • medication services are consistent with Medication Services Guideline (see pages 53-56) (required); • residence follows provincial Personal Assistant Guidelines³ (required); • written policies and procedures on medication management (required); • process at admission to reconcile client medications, includes listing all medications client has been taking prior to admission (required); • documented resident specific medication protocols (required);

¹ In MHSU residences, operators typically offer psychosocial supports, medication services or management of resident cash as prescribed services.

² This document does not address Intensive physical rehabilitation, and structured behaviour management and intervention.

³ Link to Personal Assistance Guidelines (2008) <http://www.health.gov.bc.ca/hcc/homesupport.html>

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<p>Standard 8</p> <p><i>Services¹ are provided in a safe, accountable manner and meet residents' needs.</i></p>	
Required Outcomes	Indicators
	<ul style="list-style-type: none"> • written policies and procedures for safe-keep medications (required); • documented orientation and training for staff involved in medication administration (required); • minimal medication errors; • lack of serious incidents related to medication errors.
<p>8.3 Management of Resident Cash</p>	
<p>8.3.1</p> <p>Residents know how much money they have to spend and state that their money is managed appropriately.</p>	<ul style="list-style-type: none"> • services are consistent with the <i>Management of Resident Cash Guideline</i> (see pages 57-59) (required); • policies and procedures for management of resident cash (required); • written consent from resident to safely store cash and valuables (required); • copy of legal representative, if appropriate, on resident's file (required); • financial management requirements documented in personal service plan (required); • system of individual resident accounts for management of their cash (required); • documented orientation and training for staff involved in financial management (required); • receipts or initials to indicate a withdrawal of cash (required).
<p>8.4 Activities of Daily Living (ADLs)</p>	
<p>8.4.1</p> <p>Staff are trained to provide safe personal care.</p>	<ul style="list-style-type: none"> • educational certificates (required); • training records.

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Standard 8

Services¹ are provided in a safe, accountable manner and meet residents' needs.

Required Outcomes

Indicators

8.5 Therapeutic Diets

8.5.1

A registered dietitian monitors nutritional status of residents who require therapeutic diets.

- policies and procedures on roles of staff and registered dietitian **(required)**;
- dietitian notes on the appropriateness of residents' diets **(required)**;
- service needs documented in resident's personal service plan **(required)**;
- food and fluid intake records **(required)**;
- records of residents' weights **(required)**;
- nutritional assessments on file **(required)**;

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Health and Safety Standards and Guidelines Standard Eight - Guidelines

Standard #8: *Services are provided in a safe, accountable manner, and meet residents' needs.*

Guideline: Psychosocial Supports

8.1 Psychosocial supports assist individuals to work towards long-term recovery, maximized self-sufficiency, enhanced quality of life and reintegration into the community.

Psychosocial supports refers to a range of psychosocial services that assist individuals to work towards long-term recovery, increased self-management, maximum independence, enhanced quality of life and successful integration into the community. The development and implementation of psychosocial supports require active participation by the resident.

For residents with a severe mental health disorder, the psychosocial support services are defined in the personal service plan and overseen by a qualified mental health clinician responsible for providing treatment and overseeing the support for the individual.

Residents vary in their stage of recovery or stage of change. Some residents may require psychosocial supports from the operator, while others are primarily responsible for their own rehabilitation and recovery and may access services in the community.

Operators may offer psychosocial supports through group or individual sessions, coaching or peer support. Operators may deliver services in-house or residents may attend the services in the community.

In mental health and substance use residences, these supports are not usually offered by operators at an in-depth level and do not usually include assessment or treatment such as counselling for mental disorders, trauma, sexual abuse or complex interpersonal issues, with or without a related substance use problem. Residents are generally linked to other services in the community for these types of interventions and supports. Facilitation of linkage to appropriate services is encouraged based on a resident's personal service plan.

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As a prescribed service, psychosocial supports help residents to:

- learn about and better manage their conditions, e.g., triggers, tools for self-management, strategies for relapse prevention, available community-based supports;
- develop or enhance life skills; and
- enhance communication and interpersonal skills, e.g., manage stress, anger and conflicts; set boundaries; make decisions.

To support clients in achieving these outcomes, operators may provide some or all of the following psychosocial support services:

- assistance to implement approved self management tools to better manage their conditions;
- guidance and coaching regarding communication and inter-personal skills;
- wellness skills training and support, usually with support from a qualified clinician (e.g. diet/weight management, exercise, medication management, smoking cessation supports, strategies for relapse prevention);
- identifying interests, creating a plan for “fun times”, leisure skills training and support (e.g. awareness of community resources, how to get around in the community);
- basic living skills training or support (e.g. meal planning, grocery shopping, household management, budget planning and money management).

Operators who offer psychosocial supports as a prescribed service must:

- clearly define their services and the associated policies/rules;
- fully inform potential participants about the services and related policies/rules;
- ensure staff involved in the delivery of psychosocial services have role descriptions and are adequately qualified for the role;
- orient staff to the program’s policies and procedures, and provide adequate supervision as well as ongoing training;
- follow the direction of a qualified mental health clinician in providing psychosocial supports for residents with a severe mental disorder.

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For each resident participating in the program, operators who offer psychosocial supports as a prescribed service must:

- document in a resident's personal services plan their service needs and goals, and the program services and activities in which they are participating;
- obtain approval from a qualified mental health clinician in providing psychosocial supports for those individuals with severe mental disorders;
- involve the resident in establishing and maintaining their personal services plan;
- review with the resident their progress toward achieving their goals, and
- involve the resident in making service adjustments necessary to meet their evolving service needs;

Activities that are not part of Prescribed Services

Supportive activities that operators can engage in that are not considered to be part of the prescribed service include:

- offering encouragement and reminders about a resident's recovery goals;
- assisting the resident to establish such things as identification, a driver's license or a bank account;
- reminding the resident of scheduled activities and appointments;
- linking residents to community-based programs or services such as educational programs, employment programs, general medical care, substance use counsellors, mental health and substance use teams or support groups;
- conducting regular group meetings to discuss conforming to house rules or topics of mutual interest;
- generally monitoring and providing feedback to residents on their life and interpersonal skills;
- establishing peer support for residents who are attending in-house or community-based programs or services.

It is not considered to be a prescribed service if an operator provides space to a third-party provider who, independent of the operator, sets up a program for residents (e.g., Alcoholics Anonymous, Mood Disorders support groups).

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Guideline: Medication Services

8.2 Medication services are provided in a safe manner and in a manner compliant with all Acts and Regulations.

Residents vary in their ability to manage their medications. Operators should adjust the level of medication service to each resident's needs. Residents who can manage their medications independently will not need assistance at the prescribed service level.

Operators must 'keep a watchful eye' over all residents. Should an operator observe changes of concern in a resident's medication practices or changes to a resident's health status that may relate to medications, they must bring those concerns to the resident's attention and, with consent, to the attention of their case manager substance use counsellor or others where appropriate.

Prescribed Service

Operators who offer medication as a prescribed service are responsible for ensuring that residents who are receiving the prescribed service comply with their medication regime or, where residents are not willing to comply, reporting this outcome to their case manager, substance use counsellor or others where appropriate. More specifically, operators:

- secure medications in the resident's room or centrally, and provide medications to residents at indicated times;
- observe residents taking their medications and record the date and time taken, and follow up when medications are not taken;
- report when medications are not taken to their case manager, substance use counsellor or others where appropriate.

Some operators may also include in their medication prescribed service:

- initiating refills;
- providing PRN⁴ prescription.

⁴ PRN means a medication that should be taken only as needed i.e., pain and cough medicines are commonly taken PRN.

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Operators who offer medication as a prescribed service must:

- for each resident receiving the prescribed service, record in their personal services plan:
 - the resident’s written consent for the operator to discuss the resident’s medications with their prescribing physician and pharmacist;
 - information/instructions regarding the person’s medication services (e.g., known medication allergy information);
 - any resident-specific protocols from a physician for the resident’s PRNs;
- engage a pharmacist, registered nurse, registered psychiatric nurse or licensed practical nurse to establish policies and procedures for ordering, storing, providing medications to residents and recording of the taking of medications, with annual reviews to ensure that practices are consistent with policies and procedures;
- have written policies and procedures that that address:
 - the protocol by which staff can issue PRN medication (either from the resident’s physician or generally);
 - the need to follow-up when medications are not taken or a change in health status occurs that may relate to medications;
 - that all non-PRN prescription medications must be compliance-packaged⁵;
 - that PRN prescription medication must be monitored-dose packaged (i.e., with each pill being placed in a separate blister so the rate of use is clearly evident or appropriately labelled by the pharmacist in those instances when the form of the medication does not permit such packaging (e.g., liquids, inhalers, eye drops);
 - that all unused medication must be safely stored and returned to the pharmacy;
 - the need to maintain a log of medication errors in the storage, handling or providing of medications and report to the Registrar errors in medications by staff that result in emergency intervention or transfer to hospital;
- have role descriptions for all staff involved in the delivery of medication services and ensure staff are adequately qualified for their roles;
- orient staff to the residence’s medication policies, procedures and protocols, and provide supervision and ongoing training;

⁵ Compliance packaging is available in various formats: single medication blisters cards, multi-medication blister cards, hard packs and strip packaging. Each device is designed with compartments representing day of week and administration time; typically morning, noon, dinner and evening.

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Operators may recommend that residents use the residence’s pharmacy of choice to reduce medication errors by having all compliance packaging be the same. However, operators must respect a resident’s decision to continue to use their own pharmacy.

Activities that are not a Prescribed Service

1. Actions that are **not** a prescribed service include:

- receiving medications from a pharmacy on behalf of residents;
- providing medication reminders and encouragement to residents to take their medications;
- periodically checking to see if a resident is following their medication regime, (e.g. checking compliance packages to observe usage);
- safe-keeping residents’ medications to prevent loss or theft, either at the request of a resident or as a result of a house rule. Safe-keeping means that the operator holds the medications in a central, secure location;
- observing changes in medication practice and bring concerns to the attention of the resident (and their case manager, substance use counsellor or others, where involved)
- providing transportation for residents to attend a pharmacy in order to receive methadone;
- A pharmacy can, independent of the operator, attend a residence to deliver and dispense methadone.

2. Safe keeping medications

An operator’s role in safe-keeping medications is to protect medications from loss, theft or resale within the residence. Operators are not responsible for ensuring residents adhere to their medication regimes and therefore should not actively follow-up if residents do not access their medications at indicated times. However, staff can regularly remind residents to take their medications and, where medications are not taken as prescribed, discuss observation with resident and/or their case manager, substance use counsellor or others where appropriate.

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By asking for their medications at indicated times, receiving and removing the medications, residents are considered responsible for their own compliance. To ensure that medications are not hoarded or resold within the residence, operators may institute a requirement that they observe the resident take the medication as directed.

Operators who safe-keep medications must:

- Consult with a pharmacist regarding the proper procedures for medication storage and distribution;
- Make a record of the consultation; and,
- Make the record available to the Registrar if requested.

The operator must also ensure the prompt return to the pharmacy that dispensed it of any medication that has expired or is no longer in use by the resident for whom the medication was prescribed.

Operators who safe-keep medications must also have written policies and procedures about:

- how medications will be safely stored;
- providing medications to residents on request;
- having residents acknowledge, for example, by initialling, when they access their medications.

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Guideline: Management of Resident Cash

8.3 Residents know how much money they have to spend and state that their money is managed appropriately.

Residents vary in their ability to manage their financial affairs. While most residents will be generally able to manage their finances, others who are less capable may need assistance. For example, a resident may have granted a power of attorney or have a representative as set out in a legal representation agreement; or a court may have deemed the resident to be incapable of managing their finances and appointed a third party to act on their behalf. The legal representative could be a family member, private committee, or the Public Guardian and Trustee.

The purpose of the management of resident cash prescribed service is to take on, at the request of a resident or their legal representative, management of the resident's cash.

Residents who are able to manage their own cash independently will not need assistance at the prescribed service level. However, operators have an obligation to 'keep a watchful eye' over all residents. Where they observe a pattern of difficulty in a resident managing their money, they should bring those concerns to the resident's attention and/or discuss observation with their case manager, substance use counsellor or others where appropriate. Operators should scale the level of service to each resident's needs.

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Operators who manage resident cash as a prescribed service:

- receive and hold a resident's cash;
- receiving the resident's written consent to the safe keeping of their cash;
- provide cash to residents on request;
- have residents and staff acknowledge, for example, by initialling, when residents deposit or withdraw cash;
- manage the cash according to instructions provided by the resident and/or the resident's legal representative, which may involve restricting a resident's access to their cash;
- determine, with the resident or the resident's legal representative, the resident's needs, and purchase goods (e.g., clothing, and personal items) and services (e.g., recreational activities) for the resident from the cash that the operator is managing.

Operators who manage resident cash as a prescribed service must:

- for each resident who is receiving the prescribed service:
 - document the resident's financial management requirements in their personal services plan;
 - regularly review the resident's spending needs and available cash with the resident and/or their legal representative;
- maintain a system of individual resident accounts;
- have written policies and procedures that address:
 - how cash will be safely stored;
 - issuing regular statements of account to the resident and/or their legal representative;
 - the maximum amount of cash that the operator can hold for a resident;
 - an independent review of a resident's account, if requested;
- have role descriptions for all staff involved in managing resident cash and ensure staff are adequately qualified for their roles;
- orient staff to the residence's resident cash management policies, procedures and protocols, and provide adequate supervision and ongoing training.

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Not a Prescribed Service

Actions operators can do that are not considered to be part of the prescribed service. For example, operators may:

- notice a resident's spending and remind them about their spending plan;
- assist a resident to visit their bank;
- at the request of a resident, make a purchase (e.g., transportation or recreational pass) for which the resident subsequently reimburses them;
- safe-keep residents' cash⁶ to prevent loss or theft, either at the request of a resident or as a result of a house rule. Safe-keep means that the operator holds the cash in a central, secure location;
- receive income assistance cheques from the Ministry of Social Development on behalf of a resident;
- support a resident's psychosocial goal, as documented in their personal services plan, by safe keeping their cash and dispensing it over the course of the month in keeping with an agreed upon spending plan.

⁶ Cash includes other items of value, e.g., jewellery, camera that are held in safe keeping.

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Standard 9	
<i>Residents are provided with information on the complaint processes.</i>	
Required Outcomes	Indicators
9.1 Internal Complaint Process	
9.1.1 Complaint process is posted in a visible location.	<ul style="list-style-type: none"> • complaint policies and procedures that set out how staff should deal with residents' complaints (required); • residents have written information about the residence complaint process (required); • residents know who to complain to and how complaints will be addressed.
9.2 External Complaint Process	
9.2.1 Residents know how to make a complaint to an outside body.	<ul style="list-style-type: none"> • written information about how to make a complaint to an external body including the Assisted Living Registry, the Patient Care Quality Office, if subsidized by health authority, or the Ombudsperson (required).
9.2.2 Residents and staff are not intimidated when making a complaint.	<ul style="list-style-type: none"> • complaints policy states that the operator will not prevent anyone from making a complaint or take action against them if they do so (required); • residents are advised that they can have an advocate assist them in making a complaint (required).

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Health and Safety Standards and Guidelines Standard Nine- Guidelines

Standard #9: Residents are provided with information on the complaint processes.

Guideline: Internal Complaint Process

9.1.1 Complaint process is posted in a visible location

Registrants must establish and make residents and those who care about them aware of a clear, written internal complaint process.

Guideline: External Complaint Process

9.2.1 Residents know how to make a complaint to an outside body.

Registrants must post the contact information for the Assisted Living Registrar in a visible location.

Registrants should distribute the brochure *Complaint Resolution for Assisted Living Residents*¹ to all new residents on entry to the residence and make copies available to their families and support networks.

Guideline: Complaints to the Registrar

9.2.2 Residents and staff are not prevented or intimidated when making a complaint.

Anyone with a concern about the health and safety of assisted living residents may make a complaint to the Assisted Living Registry. Registrants must not prevent or intimidate anyone making a complaint.

¹ Additional copies are available from the Assisted Living Registry on request.

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Complaints can be made by phone, email, mail, fax or in person. The Registrar will encourage complainants to address their concerns through the operator's internal complaints resolution process first. If a complainant does not want to use a registrant's internal complaint process, the person may make a complaint directly to the Registrar. The complaint will be investigated in a fair and transparent manner.

The Registrar does not reveal the name or personal information of someone who makes a complaint. However, if the investigation results in action taken against the registrant or if the issue is taken to the [Community Care and Assisted Living Appeal Board](#), or is handled as a criminal matter, information or documents supplied by the complainant may be used and become public information.

The Registrar has jurisdiction to address the following types of complaints:

- **non-compliance with *Health and Safety Standards*** – a registrant is alleged to be operating the residence in a manner that is placing the health or safety of a resident at risk.
- **resident is unable to make decisions on own behalf** – a registrant is alleged to be housing a resident who is unable to make the range of decisions that will allow the person to function safely in the supportive, semi-independent environment of an assisted living residence.
- **operation of an unregistered assisted living residence** – a person is alleged to be offering assisted living services (housing, hospitality services and one or two prescribed services), but the residence is not registered.

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