



## **Online Information Posting: Assisted Living Residences**

**What is happening?** The *Community Care and Assisted Living Act* (CCALA) is being updated to increase transparency and accountability to better protect the health and safety of persons in assisted living residences.

**Why?** Little information was readily available online to advise the public about the operations of licensed assisted living residences and there was no information about operators who are operating in contravention of the Act.

The changes to the CCALA were developed in response to concerns raised by families, care providers and members of the public.

People receiving services and their families will have more information on which to base their decisions for a service provider, including registration status, inspection reports and any substantiated complaints about the residence. This is important information to know before requesting services with an operator to ensure the health and safety of people receiving services.

**Who?** All registered assisted living residences and those operating in contravention of the Act will be impacted.

There will be online information if a residence is found to be operating in contravention of the Act, without a registration, when one is required.

It is important to note that a registration is not required if an operator is providing services to only one or two persons not related to them by blood or marriage. It is not the intent to post information on legally operating registration-not-required residences.

**What?** The following pieces of information will be publically posted for assisted living residence operators on the website of the Assisted Living Registry:

- (a) Operator's Name;
- (b) Business Name;
- (c) Residence Address;
- (d) Summaries of compliance inspection reports will be posted for a minimum of five years;  
and,
- (e) Information about all substantiated complaint investigations will be posted for five years  
and then removed from the public website.

**When?** Once the changes to the CCALA have received Royal Assent, additional regulations will be developed setting out specific criteria. There will also be a six month transitional period for the Assisted Living Registry to make any changes to its online information system to post the required information.

It is anticipated that the detailed information will be posted online in the spring 2019.