



Cliff# 1010464

June 9, 2014

Dear operators of assisted living residences:

In British Columbia, assisted living residences are regulated under the *Community Care and Assisted Living Act* and operators must provide services in a manner that meets provincial assisted living health and safety standards. All operators have a responsibility to ensure that residents are safe, which includes a duty to report serious incidents to the assisted living registry.

Recording and tracking serious incidents support improving the quality of services in the overall system by providing:

- information about patterns of risk that will assist the Registrar to identify trends in health and safety occurring in assisted living residences across the province; and
- an opportunity to do a risk assessment and consider whether further follow up or actions are necessary to better protect vulnerable individuals in a specific residence.

Health and safety standard 1.7.2 in the *Seniors Registrant Handbook* requires serious incidents to be reported to the Registrar, and policy 8, in the handbook sets out the procedure for reporting incidents in seniors' residences.

Health and safety standard 2.8 and Guideline 2.8 in the *Mental Health and Substance Use (MHSU) Registrant Handbook* requires serious incidents to be reported to the Registrar and sets out the requirement and procedure for operators to report incidents in MHSU residences.

Reportable serious incidents in both sectors include:

1. attempted suicide by a resident;
2. unexpected deaths reported to coroner;
3. abuse or neglect by staff reported to the local abuse and neglect designated agency or the Public Guardian and Trustee;
4. medication error by staff that requires emergency intervention or transfer to hospital;
5. fire or flooding causing personal injury or building damage;
6. missing person;
7. police call; and
8. other (specify)

...2

The Serious Incident form is located on the assisted living registry web site at the following link <https://www.health.gov.bc.ca/exforms/assistedliving/1622fil.pdf> and must be submitted by fax using a cover sheet.

If you have any questions about this requirement, please contact the assisted living registry by telephone at: 250 952-1369 or toll free at 1-866-714-3378; or by email at: info@alregistrar.bc.ca.

Sincerely,

A handwritten signature in cursive script that reads "Jiri Collins".

for Doug Hughes
Assistant Deputy Minister, Assisted Living Registrar