



Online Information Posting: Residential Care Facilities

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 residential care facilities.

Why? Little information was readily available online to advise the public about the operations of licensed residential care and there was no information about operators who are operating in contravention of the Act (CCALA).

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

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

Who? All licensed residential care and those operating in contravention of the Act will be impacted.

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

It is important to note that a licence is not required if an operator is providing care 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 licence-not-required (LNR) facilities.

What? The following pieces of information will be publically posted for residential care facility operators on health authority community care facility licensing program websites:

- (a) Operator's Name;
- (b) Business Name;
- (c) Facility Address;
- (d) Summaries of compliance inspection reports will be posted for a minimum of 5 years; and,
- (e) Information about all substantiated complaint investigations will be posted for 5 years and then removed from the public website.

Links to websites:

[Fraser Health Authority Community Care Licensing](#)

[Interior Health Authority Community Care Licensing](#)

[Island Health Authority Community Care Licensing](#)

[Northern Health Authority Community Care Licensing](#)

[Vancouver Coastal Health Authority Community Care Licensing](#)

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 health authority community care facility licensing programs to make any changes to online information systems to post the required information.

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