



OFFICE OF THE

ASSISTED LIVING

REGISTRAR

OF BRITISH COLUMBIA

**BC Retirement Communities
Association**

Education Day

Vancouver, BC

June 29, 2004



Countdown to Registration



Update

- Community Care and Assisted Living Act passed - November 2002
 - Registrar took office – November 2003
 - Office opened in Vancouver - May 4, 2004
 - CCALA brought into force - May 14, 2004
 - Applications for registration of operating residences to be submitted – Sept. 30, 2004
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Implication

- Registrar can investigate complaints about resident health and safety (not tenancy)
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Medication assistance

- Operator controlled storage & assistance with administration = 1 prescribed service
 - Standards of practice being developed
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Benefits of registration

- Increases public confidence since residence meets provincial health and safety standards
 - Residents have recourse to Registrar for concerns about health and safety, which they cannot resolve with the operator
 - More credibility with financial institutions & funders
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Registration process

- Register *each* residence (if multi-site operator)
 - Register the whole building or a part (if campus of care)
 - Application package
 - Registration lasts for 1 year; expires March 31
 - Application and registration fees
 - Timeline
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Support with registration

- *Information for Applicants* booklet
 - *Should I register my residence?* guide
 - Who can help?
 - Office of Assisted Living Registrar
 - Assisted Living Centre of Excellence
 - Operator associations
 - Health authorities
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Information for Applicants booklet

- Information about regulation of assisted living residences in BC
 - Answers FAQs
 - Overview
 - Registrar's role
 - Operator's obligations
 - Impact of registration
 - Enables operators to make an informed decision
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Should I Register my Residence?

guide

- Self-assessment
 - Primary determinant of need to register = whether operator is providing one/two personal assistance services at the prescribed level
 - See *Personal Assistance Self-assessment Worksheet*
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Approach and time-line

- Mail application package – July 20
 - Operators to return applications - September 30
 - Complete registration – asap after that (how quickly depends on volume of applications)
 - Site inspections (risk based assessments)
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Philosophy of Assisted Living Service Delivery

- Resident independence & autonomy
 - Privacy & dignity
 - Home support model – same services can be provided as if living in own home and receiving home support in the community
 - Residents must be able to make decisions on their own behalf
 - Onus on operator
 - screen on entry
 - monitor changes in condition and behaviour
 - arrange for transition when required
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Health authority support to residents in transition

- Health authorities must ensure clients assessed eligible for residential (complex) care are supported in community (including in assisted living)
 - Increase/flexible community health & home support
 - Plan for crisis management
 - Preparation & counseling for admission to residential care
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Complaint investigation - approach

- Protect health and safety
 - Promote good practice
 - Prevent poor practice
 - Intervene in unacceptable practice
 - Remedial, incremental approach
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How are complaints investigated?

- Education, counselling and peer support
 - Review operator's policies and procedures
 - If serious health and safety risks, consider site inspection (peer reviewers)
 - Registrar makes decision about whether operator complies with health and safety standards or needs to make changes to come into compliance
 - If serious health and safety risks cannot be resolved, Registrar can attach/vary conditions to a registration, suspend or cancel it, fine unregistered residences, refuse applications for registration
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Assisted Living Centre of Excellence

- Incorporating as non-profit society
 - Partnership with Registrar
 - Role in registration process
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More info

www.healthservices.gov.bc.ca/assisted/

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