
Registrant Handbook

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POLICY 3

How to Maintain Your Registration

3.1 Policy statement

A person must not operate an assisted living residence that is not registered.¹

3.2 Maintaining registration

In order to maintain your registration in good standing, you should:

- post your current registration certificate in the residence;
- promptly notify the Registrar of changes to your registration information throughout the year; and
- renew your registration and update the information on file with the Registrar annually.

3.3 Registration certificate

You should post your current registration certificate in a public place in your residence. It shows that you meet the health and safety standards for assisted living operators under the *Community Care and Assisted Living Act*.² The registration certificate is valid for up to one year (to March 31). Each time you renew your registration, the Registrar will issue you a new certificate.

3.4 Registration changes

You should promptly notify the Registrar in writing about changes to your registration information throughout the year.

Administrative changes

Administrative changes include:

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

This information is important because it enables the Registrar to know how to contact you. On receipt of such information, the Registrar will simply update the registry.

¹ *Community Care and Assisted Living Act*, SBC 2002, c. 75, s. 26(1).

² SBC 2002, c. 75.

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Non-administrative changes

Non-administrative changes include:

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

With the exception of a change of ownership, you should notify the Registrar about non-administrative changes within five working days of being aware of the change. The Registrar will review the changes and determine if any follow-up is warranted.

You should notify the Registrar's office about a pending change in ownership of your residence at least 60 days before its effective date, including the name, address and contact telephone numbers of the prospective new owner. Upon receipt of your notice, the Registrar will send an application for registration package to the pending new owner and request them to submit a new registration application and application fee at least 60 days before the effective date of the ownership change. This will allow the Registrar time to process the application prior to the date of the ownership change. When the Registrar is notified that the change in ownership transaction has been completed, the new registration will be issued. If the change in ownership does not proceed, the existing registration will remain in effect.

3.5 Registration renewal

In February of each year, the Registrar's office will send you a notice to renew your registration and an invoice for the annual registration fee.

You should:

- review and update the information about your residence; and
- submit the updated information and annual registration fee to the Registrar's office by March 31.

If there has been a change to your registration information, the Registrar will follow the same processes outlined above before renewing your registration. Upon renewal, you will receive a letter of approval and a new registration certificate effective April 1 to March 31 of the following year.

If the Registrar intends to refuse your application for renewal and/or attach conditions to your registration, the Registrar will send you a letter conveying the pending action and reasons for it. The notice will include information about the reconsideration process. The Registrar will send you this written notice at least 30 days before the effective date of the pending action.