
Registrant Handbook



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1.1 Purpose and use of this handbook

The Office of the Assisted Living Registrar issues this handbook to operators of registered assisted living residences (registrants).

Its purpose is to set out your obligations under the *Community Care and Assisted Living Act*,¹ Regulations,² *Health and Safety Standards*³ and the Office of the Assisted Living Registrar's policies and procedures. It also provides reference material that will help you fulfill your obligations as a registrant.

You can use this handbook to guide your residence's operations, interact with the Registrar's Office and train staff.

The handbook is presented in a binder format, sectioned with tabs. Each tab contains stand-alone material. Some of the reference material has been extracted from other publications.

The Registrar's Office will send replacement contents from time to time as required to maintain the currency of the material. In order to keep the handbook up-to-date, you are expected to insert the replacement contents and discard outdated material.

1.2 About the Office of the Assisted Living Registrar

Registrar's mandate

B.C.'s Minister of Health appoints the Assisted Living Registrar. The first Registrar, Susan Adams, took office on Nov. 10, 2003. The Ministry of Health supports the operations of the Registrar's Office.

The Registrar's mandate is to protect the health and safety of assisted living residents. To meet this mandate, the Registrar:

- administers the registration of assisted living residences in the province;
- establishes and administers health and safety standards, policies and procedures;
- receives concerns or complaints and refers any that are not within the Registrar's jurisdiction to the appropriate authorities; and
- ensures the timely and effective investigation of complaints about the health and safety of residents living in assisted living residences.

1 SBC 2002, c. 75.

2 BC Reg 217/2004 and 218/2004.

3 See Policy Tab 4.

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The Registrar has jurisdiction over all assisted living residences in B.C., regardless of their form of ownership or funding.

The authority, powers and duties of the Registrar are specified in the *Community Care and Assisted Living Act*.⁴ The Act provides discretion to the Registrar to delegate any power or duty under the Act or regulations.

Guiding principles

To guide the conduct and operations of the Office, the Registrar has established the following guiding principles:

- protect the health and safety of residents;
- value resident and community perspectives;
- partner with operators to establish and maintain health and safety standards;
- pursue continuous improvement, in collaboration with partners and stakeholders;
- take the least intrusive action that is appropriate in the circumstances;
- promote education, counseling and peer review; and
- ensure fairness, transparency and accountability.

⁴ SBC 2002, c. 75.