POLICY 1
Registrant Obligations

As a registrant, you have the following obligations:

- To comply with 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.

- Not to house residents who are unable to make decisions on their own behalf\(^4\) with the following exceptions:
  - where the spouse of a resident lives with the person in the residence and can communicate on the resident’s behalf;
  - where the resident is an involuntary patient on leave under section 37 of the Mental Health Act.\(^5\)

- To maintain a ‘watchful eye’ over residents’ health and safety.

- To establish and communicate your internal complaint process\(^6\) by:
  - communicating the complaint process in a manner that is readily accessible to the residents, staff and visitors; and
  - not preventing or intimidating anyone from making a complaint.

- To communicate the Registrar’s complaint process\(^7\) by:
  - making the Registrar’s complaint process and contact information readily accessible to residents, staff and visitors; and
  - not preventing or intimidating anyone from making a complaint to the Registrar’s Office.

- To provide professional oversight of nonprofessional staff.

- To implement an effective process to ensure that employees, contracted resources and volunteers do not have a criminal record or personal histories that would place the health and/or safety of residents in jeopardy.

- To operate within the number of resident units that you registered.\(^8\)
  - The registration certificate indicates the number of registered units for which the residence is registered.

\(^1\) SBC 2002, c. 75.
\(^3\) See Policy Tab 4.
\(^4\) See Policy Tab 5.
\(^5\) RSBC 1996, c. 288.
\(^6\) See Policy Tab 9.
\(^7\) See Policy Tab 9.
\(^8\) See Policy Tab 3.
• To maintain your registration by:
  − renewing your registration annually; and
  − advising the Registrar in a timely manner of any pending changes in ownership and certain other material changes to registration information.\(^9\)
• To maintain an emergency response system that meets the needs of your resident population.

\(^9\) See Policy Tab 3.