
Registrant Handbook

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 behalf⁴ 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 process⁶ 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 process⁷ 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.

2 BC Reg 217/2004 and 218/2004.

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.

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- 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.