

FACT SHEET

Residential Care Regulation

Community Care and Assisted Living Act

Policies in Residential Care

Section 85 of the Residential Care Regulation requires a licensee to have written policies and procedures to guide staff in all matters relating to the care and supervision of persons in care.



What is a policy? What is a procedure?

A policy is a rule or guiding principle or course of action adopted to achieve a desired outcome; a policy usually describes what must or must not be done and assigns responsibility to someone. A procedure is specified sequence of actions undertaken to complete a task. Policy is about what to do while a procedure explains how to do it.

What policies and procedures are needed to guide staff in caring for persons in care?

Each facility may require different policies and procedures according to the abilities and needs of persons in care and the size and type of facility. However, there are some specific policies that all facilities must have according to the regulation.

For example, Section 85 of the Residential Care Regulation requires facilities to have a specific policy about how staff respond to reportable incidents. Similarly, all facilities must have a Medication Safety Advisory Committee that determines policies and procedures regarding the storage and administration of medications for persons in care.

What is the responsibility of a licensee regarding sharing the policies and procedures of a facility?

Licensees must ensure that facility policies are written, up-to-date, and accessible to staff at all times. A licensee must share facility policies with all employees to ensure that they understand and comply with them so that operations, particularly those directly related to care, are consistent and appropriate. A facility's policies must also be made available to families or those in the position to make decisions on behalf of persons in care.

How does a licensee ensure that policies and procedures are current and relevant?

It is important that policies are up-to-date and relevant so staff have instructions so they can effectively carry out their duties in meeting the needs of the persons in care. A licensee is required to review the facility's policies annually and to update or revise them when needed. From time to time, staff, residents, or families may identify a need for new or updated policy and licensees should keep a record of such occurrences or comments and develop or update policy as required.

Licensing officers are available to discuss issues, make site visits, and help licensees understand the required policies and regulations.

For more information

Contact the local health authority community care licensing program and speak with a licensing officer.

This information is not to be regarded as a substitute for the *Community Care and Assisted Living Act* and regulations or legal advice. If you require legal advice about the issues the issues discussed here please contact independent legal counsel.