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## Registrant Handbook

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### POLICY 1

## Registrant Obligations

As a registrant, you have the following obligations:

- To comply with the *Community Care and Assisted Living Act*,<sup>1</sup> Regulations,<sup>2</sup> *Health and Safety Standards*,<sup>3</sup> 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<sup>4</sup> 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*.<sup>5</sup>
- To maintain a 'watchful eye' over residents' health and safety.
- To establish and communicate your internal complaint process<sup>6</sup> 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<sup>7</sup> 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 protect residents from abuse and neglect by:
  - complying with the *Criminal Records Review Act*<sup>8</sup> to ensure that employees and contractors do not have a criminal record that would place the health and/or safety of residents in jeopardy; and
  - conducting personal background checks on volunteers or getting the volunteer's authorization to do a police or RCMP criminal record check.
- To operate within the number of resident units that you registered.<sup>9</sup>
  - The registration certificate indicates the number of registered units for which the residence is registered.

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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 RSBC 1996, c. 86.

9 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.<sup>10</sup>
- To maintain an emergency response system that meets the needs of your resident population.

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<sup>10</sup> See Policy Tab 3.