

Licensing Investigations

The Investigation Process

A Licensing Officer or Investigator is responsible to investigate complaints or incidents where we have received information that a licensee may not be meeting the requirements of the Legislation. The legal basis of our investigation and enforcement work is set out in the *Community Care and Assisted Living Act*, the *Residential Care Regulation* and the *Child Care Licensing Regulation*.

An investigation is initiated when a complaint is received (from any source) or, a reportable incident (RI) needs further investigating. Depending on the type of concern or the potential risk to the persons in care, Licensing will determine the next steps of the Investigation Process.

What happens during the Investigation Process?

During an investigation licensing staff will:

- Determine if a health and safety plan is needed.
- Determine if assistance from other agencies is required.
- Discuss the content of the complaint or reportable incident with the licensee or manager.
- Gather and review the evidence to determine if there was any non-compliance.
- Advise the licensee/manager of the ongoing status of the investigation.
- Provide an investigation report to the licensee/manager.
- Request a response from the licensee/manager.
- Conclude the investigation.

In most cases licensing staff are unable to share the source of complaints with the facility. It is important for facility staff to work cooperatively with licensing and focus on ensuring the health and safety of the persons in care rather than on the source of the complaint.

When is a health and safety plan requested?

A Health and Safety Plan is requested if a complaint or reportable incident identifies potential high risk to the persons in care.

Which agencies may provide assistance?

Licensing staff may request assistance from Police, Ministry for Children and Family Development, Community Living BC, Mental Health and Substance Use or Residential and Contract Services.

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How is evidence gathered?

Evidence can be gathered by conducting facility inspections, reviewing facility records, contacting other agencies, and by conducting interviews with staff, families, persons in care, or other relevant individuals.

Will I be informed of the progress of the investigation?

Yes, the Licensing Officer will review the information they have gathered at appropriate times during the investigation and share with you the ongoing status.

How is an investigation concluded?

An investigation is concluded by providing you with a facility inspection report, a letter, or an investigation report. If the investigation report includes contraventions the Licensee will be asked to provide a written response to Licensing describing how the contraventions have or will be corrected.

Once licensing staff determines the contraventions have been appropriately addressed, the investigation is concluded. If there are no contraventions, the investigation will be concluded when the written report is provided.

How long does an investigation take?

Investigation timelines vary depending on; the complexity of the investigation, the number of concerns that need to be investigated, collaboration with other agencies, and the workload of Licensing Staff.

Our Commitment

Concluding investigations is a priority for Licensing Staff. We recognize that investigations can be unsettling for everyone involved and can be especially difficult for persons in care and an implicated staff person. We commit to being transparent and fair, and to make every effort to complete the investigation in a timely manner.

For further information on the Investigation Process, visit the Fraser Health website: www.fraserhealth.ca/ccfi