

Licensing			Notes	
30 010	Inform MHO of any changes to information on license application, including items in Schedule B	RCR s.8(1)		
30 020	Structural change – without submitting plans	RCR s.8(2)(a)(i)		
30 030	Structural change – without submitting a health & safety plan	RCR s.8(2)(a)(ii)		
30 040	Structural change – without written approval	RCR s.8(2)(b)		
30 050	Inform MHO of manager resignation or absence of >30 days	RCR s.8(3)(a)		
30 060	Written MHO approval obtained for replacement manager or manager hiring process	RCR s.8(3)(b)		
30 070	*** Do not use			
30 071	Temporarily or permanently suspend operation – without one year written notice – MHO	RCR s.9(1)(a)		
30 072	Temporarily or permanently suspend operation – without one year written notice – PIC	RCR s.9(1)(b)		
30 073	Temporarily or permanently suspend operation – without one year written notice – contact person of PIC	RCR s.9(1)(c)		
30 074	Temporarily or permanently suspend operation – without one year written notice – parents/ reps of PIC	RCR s.9(1)(d)		
30 080	*** Do not use			
30 081	Substantially change accommodation or services – without 120 days written notice – MHO	RCR s.9(2)(a)(i)		
30 082	Substantially change accommodation or services – without 120 days written notice – PIC	RCR s.9(2)(a)(ii)		
30 083	Substantially change accommodation or services – without 120 days written notice – contact person of PIC	RCR s.9(2)(a)(iii)		
30 084	Substantially change accommodation or services – without 120 days written notice – parents/ reps of PIC	RCR s.9(2)(a)(iv)		
30 090	Substantially change accommodation or services – without written approval	RCR s.9(2)(b)		
30 100	*** Do not use			
30 101	Transfer control – without 120 days written notice – to MHO (unless notified otherwise)	RCR s.9(3)(a)(i)		
30 102	Transfer control – without 120 days written notice – to PIC (unless notified otherwise)	RCR s.9(3)(a)(ii)		
30 103	Transfer control – without 120 days written notice – to contact person of PIC (unless notified otherwise)	RCR s.9(3)(a)(iii)		
30 104	Transfer control – without 120 days written notice – to parents/ reps of PIC (unless notified otherwise)	RCR s.9(3)(a)(iv)		
30 110	Purchaser, lessee, transferee – must continue operation for 12 months from date of sale, lease or transfer	RCR s.9(3)(b)(i)		
30 120	Purchaser, lessee, transferee – has applied and is qualified to be a licensee	RCR s.9(3)(b)(ii)		
30 130	LTC only – Must have liability insurance	RCR s.10		
30 140	License displayed in prescribed manner	CCALA s.7(1)(c)		
30 150	Display license, any terms/conditions & manager name (excludes: CL, CYR, & facilities where owner, occupier, agent or employee live)	RCR s.11(1)(a)		

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30 160 ♦	Last routine inspection posted (excludes: CL, CYR, & facilities where owner, occupier, agent or employee live)	RCR s.11(1)(b)		
30 170	Advertising identifies type of care being offered	RCR s.11(3)		
30 180	During an inspection or investigation – must not obstruct MHO	RCR s.12(1)(a)		
30 190	During an inspection or investigation – must not withhold, conceal or destroy relevant records or information	RCR s.12(1)(b)		
30 200	During an investigation – provide plan to ensure health and safety, if requested	RCR s.12(2)		
30 210	Provide type of care as specified on the license	RCR s.46(2)(a)		
30 220	Number of persons in care within maximum capacity on license	RCR s.46(2)(b)		
30 230	Only persons 19 years of age or older accommodated in an adult care facility	RCR s.46(2)(c)		
30 240	Regular monitoring of physical environment and provided care & services to ensure regulatory compliance	RCR s.61		
30 250 ♦	Rights of adult persons in care – prominently displayed	CCALA s.7(1)(c.1)(i)		
30 260 ♦	Rights of adult persons in care – displayed in acceptable manner	CCALA s.7(1)(c.1)(ii)		
30 270 ♦	Rights of adult persons in care – provided to persons in care, their families & representatives in prescribed manner	CCALA s.7(1)(c.2)		
30 280	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Physical Facility		Notes		
31 010	Directional signs, information & assistance meets the needs of persons in care	RCR s.13		
31 020	All areas are accessible to persons in care with mobility issues	RCR s.14(1)		
31 030	LTC only – Hallways are at least 1.83 m wide	RCR s.14(2)		
31 040	Controls for signaling devices, lights & elevators are easy to use & accessible	RCR s.14(3)		
31 050	Windows – if required for health & safety, are secured (exception: emergency exits that are window-accessed)	RCR s.15(1)		
31 060	Bedrooms, bathrooms, common rooms – Temperature, is safe and comfortable	RCR s.16(1)		
31 070	Bedrooms, bathrooms, common rooms – Lighting, sufficient for use	RCR s.16(2)(a)		
31 080	Bedrooms, bathrooms, common rooms – Lighting, sufficient for health & safety	RCR s.16(2)(b)		
31 090	Lighting & temperature – room intended for private use meets needs & preferences	RCR s.16(3)		
31 100	Hot water – accessible to persons in care does not exceed 49°C	RCR s.17		
31 110	Telephones – conveniently located telephone with a private line is provided	RCR s.18(a)		
31 120	Telephones – adaptations are provided to meet the needs	RCR s.18(b)		
31 130	Telephones – accessible at all times	RCR s.18(c)		

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31 140	Monitoring, signaling devices – is appropriate to ensure health & safety and meets needs (if required)	RCR s.19(1)(a)		
31 150	Monitoring, signaling devices – identifies location to employees	RCR s.19(1)(b)		
31 160	Monitoring, signaling devices – signals need for assistance	RCR s.19(1)(c)		
31 170	Communication devices & other means – provided & appropriate to the needs of persons in care	RCR s.19(2)(a)		
31 180	Communication devices & other means – enable communication of needs to employees	RCR s.19(2)(b)		
31 190	Communication devices & other means – enable employees to communicate with each other regarding needs of persons in care	RCR s.19(2)(c)		
31 200	Electronic surveillance use posted in prominent location	RCR s.19(3)		
31 210	Emergency equipment (for <7 in care) – appropriate interconnected smoke alarms located in bedrooms & hallways to bedrooms	RCR s.20(a)		
31 220	Emergency equipment (for <7 in care) – sprinklers conform to BC Building code	RCR s.20(b)		
31 230	Emergency equipment (for <7 in care) – automatic emergency lighting for 30 minutes in hallways & stairs	RCR s.20(c)		
31 240	Equipment & furnishings – meets needs of persons in care	RCR s.21(a)		
31 250	Equipment & furnishings – compatible with health/safety/dignity	RCR s.21(b)		
31 260	Equipment & furnishings – maintained in good state of repair	RCR s.21(c)		
31 270	Equipment & furnishings – maintained in safe and clean condition	RCR s.21(d)		
31 280	Rooms & common areas – well ventilated	RCR s.22(1)(a)		
31 290	Rooms & common areas – maintained in good state of repair	RCR s.22(1)(b)		
31 300	Rooms & common areas – maintained in a safe and clean condition	RCR s.22(1)(c)		
31 310	Emergency exits – not obstructed or secured to hinder exit in emergency	RCR s.22(2)		
31 320	Regularly inspect & maintain – rooms, common areas, emergency exits, equipment, monitoring/signaling devices	RCR s.22(3)		
31 330	Smoking – only persons in care smoke on the premises	RCR s.23(a)		
31 340	Smoking – employees do not smoke while supervising persons in care	RCR s.23(b)		
31 350	Smoking – supervised if necessary for safety of person in care	RCR s.23(c)		
31 360	Weapons – not permitted on premises	RCR s.24		
31 370	Separate bedroom for each persons in care	RCR s.25(1)		
31 380	Bedroom occupancy – less than 5% of max. capacity are double occupancy	RCR s.25(2)(a)		
31 390	Bedroom occupancy – double occupancy screened for privacy/dignity	RCR s.25(2)(b)		
31 400	Bedroom occupancy – measures in place to protect health, safety, personal comfort & dignity	RCR s.25(2)(c)		

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31 410	Bedroom occupancy – plan in place for transfers to separate bedrooms if requested	RCR s.25(2)(d)		
31 420	Bedroom occupancy – child/youth >6 yrs share bedroom with same gender	RCR s.25(3)		
31 430	Bedroom requirements – meets the needs & provides health/safety/dignity	RCR s.26(1)		
31 440	Bedrooms – directly accessible from a hallway	RCR s.26(2)		
31 450	Bedrooms – if requested, and safe, an entrance door, lockable from the inside	RCR s.26(3)		
31 460	Bedrooms – locked entrance; in an emergency, can be to unlocked from the outside	RCR s.26(4)		
31 470	Bedroom floor space – single occupancy for mobile person, 8 m ²	RCR s.27(1)(a)		
31 480	Bedroom floor space – single occupancy with mobility issue, 11m ²	RCR s.27(1)(b)		
31 490	Bedroom floor space – double occupancy for mobile persons, 14 m ²	RCR s.27(1)(c)		
31 500	Bedroom floor space – double occupancy with mobility issue(s), 18 m ²	RCR s.27(1)(d)		
31 510	Bedroom floor space – excludes entrance, entrance door swing, closets, wardrobes, fixed furniture or bathrooms	RCR s.27(2)		
31 520	Bedroom windows – provides natural light & coverings to block light/protect privacy	RCR s.28(1)		
31 530	Bedroom windows – easily opened unless risk to health/safety/dignity or air conditioning or mechanical ventilation	RCR s.28(2)		
31 540	Bedroom windows – provide visibility to outside if non-ambulatory	RCR s.28(3)		
31 550	Bedroom furnishings – provided at no cost, includes safe, secure place for valuables	RCR s.29(1)(a)		
31 560	Bedroom furnishings – provide a closet/wardrobe, measuring $\geq 0.50\text{m}^2$	RCR s.29(1)(b)		
31 570 ♦	Bedroom furnishings – unless unsuitable, allow to bring & keep furniture, ornaments, or personal possessions in bedroom	RCR s.29(2)		
31 580	Bathrooms – lockable door can be unlocked from outside in an emergency	RCR s.30(a)		
31 590	Bathrooms – slip resistant material in bathtub and /shower	RCR s.30(b)		
31 600	Bathrooms – convenient/secure grab bars beside toilet/bathtub/shower to meet needs/preferences	RCR s.30(c)		
31 610	Bathrooms – equipment necessary to protect health/safety/dignity	RCR s.30(d)		
31 620	Bathrooms – provide one washbasin and toilet per 3 persons (excludes: LTC)	RCR s.31(a)		
31 630	Bathrooms – provide one bathtub or shower per 4 persons (excludes: LTC)	RCR s.31(b)		
31 640	LTC only – Bathing facilities meet requirements for the number of persons in care on a floor or wing	RCR s.32(a)		
31 650	LTC only – Washbasin & toilet facilities next to each dining, lounge, recreation areas appropriate to needs of persons in care	RCR s.32(b)		
31 660	LTC only – Washbasin & toilet in each bedroom	RCR s.32(c)		

31 670	Dining area – sufficient seating for all persons in care	RCR s.33(a)		
31 680	Dining area – provides at least 2m ² per person in care	RCR s.33(b)		
31 690	Dining area – sufficient tables for persons in wheelchairs	RCR s.33(c)		
31 700	Lounges meets space requirements and is furnished/comfortable (excludes: LTC)	RCR s.34(1)		
31 710	LTC only – Lounges meets space requirements and is furnished/comfortable	RCR s.34(2)(a)		
31 720	LTC only – Area for recreational activities suitably equipped/furnished & meets space requirements	RCR s.34(2)(b)		
31 730	Lounge / Recreational facilities – are accessible at all times	RCR s.34(3)		
31 740	Designated work areas – administrative/staff areas are appropriately furnished & equipped	RCR s.35(1)(a)		
31 750	Designated work areas – safe, secure areas for medications & records provided	RCR s.35(1)(b)		
31 760	Designated work areas – safe, secure, adequate storage for cleaning agents, chemicals & hazardous materials	RCR s.35(1)(c)		
31 770	Designated work areas – separate areas for clean & soiled clothes, bedding & other articles	RCR s.35(1)(d)		
31 780	Designated work areas – slip resistant floor in laundry area used by persons in care	RCR s.35(2)(a)		
31 790	Designated work areas – laundry area inaccessible if not used by person in care	RCR s.35(2)(b)		
31 800	Outside activity areas – meets space requirement of 1.5 m ² per person in care	RCR s.36(1)(a)		
31 810	Outside activity areas – includes surfaced patio	RCR s.36(1)(b)		
31 820	Outside activity areas – has comfortable seating & shelter from elements	RCR s.36(1)(c)		
31 830	Outside activity areas – is secured by a fence or other means if required for health or safety	RCR s.36(2)		
31 840	Communication equipment – is reliable & accessible to all staff in an emergency	RCR s.51(5)		
31 850	LTC only – Weekly menus are displayed in each dining area	RCR s.62(4)		
31 860	Medication – medications are at all times safely & securely stored	RCR s.69(3)(a)		
31 870	Medication – safe/secure storage area for self-administered medication is provided	RCR s.69(3)(b)(i)		
31 880	Medication – all self-administered medication is stored in the safe/secure area provided	RCR s.69(3)(b)(ii)		
31 890	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Staffing		Notes		
32 010	Character & skill – criminal record checks obtained for employees (as per CRRA)	RCR s.37(1)(a)		
32 020	Character & skill – character references are obtained for employees	RCR s.37(1)(b)		
32 030	Character & skill – record of work history is obtained for employees	RCR s.37(1)(c)		
32 040	Character & skill – copies of diplomas, certificates & evidence of training/skills are obtained for employees	RCR s.37(1)(d)		

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32 050	Character & skill – evidence of compliance with BC’s immunization & tuberculosis program is obtained for the manager & employees	RCR s.37(1)(e)		
32 060	Character & skill – manager & employees assessed to be of good character	RCR s.37(2)(a)		
32 070	Character & skill – manager & employee possess the personality, ability & temperament required	RCR s.37(2)(b)		
32 080	Character & skill – manager & employees possess the training, experience and demonstrate the skills to carry out assigned duties	RCR s.37(2)(c)		
32 081	Volunteer – CRC	RCR s.37(3)(a)		
32 082	Volunteer – character references	RCR s.37(3)(b)		
32 083	Volunteer – evidence of compliance with immunization and TB programs	RCR s.37(3)(c)		
32 090	Child/Youth Residential only - No person >12 yrs of age, ordinarily present at facility unless of good character & completed a criminal record check (as per CRRRA)	RCR s.38		
32 100	Employee performance – regular reviews completed to ensure compliance with regulations	RCR s.40(1)(a)		
32 110	Employee performance – regular reviews to ensure competence for assigned duties	RCR s.40(1)(b)		
32 120	Employees – have necessary training/experience or demonstrated competence to carry out assigned duties	RCR s.40(3)		
32 130	Adult employee designated to act as manager during manager’s temporary absences	RCR s.41(1)		
32 140	Qualified employee designated – to supervise employees providing care	RCR s.41(2)(a)		
32 150	Qualified employee designated – to coordinate & monitor care	RCR s.41(2)(b)		
32 160	Qualified employee designated – to manage unusual situations or emergencies coordinate & monitor care	RCR s.41(2)(c)		
32 170	Sufficient number & pattern of trained & experienced employees at all times – to meet needs	RCR s.42(1)(a)		
32 180	Sufficient number & pattern of trained & experienced employees at all times – to assist with activities of daily living	RCR s.42(1)(b)		
32 190	Appropriate supervision of persons in care when outside the facility is provided, if required	RCR s.42(2)		
32 200	Employees are available at all times who can effectively communicate with persons in care	RCR s.42(3)		
32 210	Employee with valid first aid & CPR – as per schedule C is accessible at all times	RCR s.43(1)(a)		
32 220	Employee with valid first aid & CPR – is knowledgeable of persons in care medical conditions	RCR s.43(1)(b)		
32 230	Employee with valid first aid & CPR – can effectively communicate with emergency personnel	RCR s.43(1)(c)		
32 240	First aid supplies are readily accessible at all times, including when off the premises	RCR s.43(2)		
32 250	Employees responsible for food preparation/service have necessary experience, competence & training	RCR s.44(1)(a)		
32 260	Employees who prepare & deliver food receive ongoing education re: food service/nutrition & if required, assisted eating techniques	RCR s.44(1)(b)		
32 270	If 50 or more persons in care – employ a food services manager who meets the qualifications specified in the regulations	RCR s.44(2)		

32 280	Activities coordinator – qualified employee designated to organize/ supervise, the physical, social & recreational activities (excludes: Hospice)	RCR s.45(a)		
32 290	Activities coordinator – has sufficient time designated to carry out the activities	RCR s.45(b)		
32 300	Activities – sufficient time provided to persons in care to participate	RCR s.45(c)		
32 310	Employees – trained in implementation of emergency plan & use of equipment	RCR s.51(3)		
32 320	Employees comply with Medication Safety & Advisory Committee policies & procedures	RCR s.68(4)		
32 330	Employees who store, handle & administer medications – are 19 yrs or older	RCR s.70(2)(a)		
32 340	Employees who store, handle & administer medications – are appropriately trained	RCR s.70(2)(b)		
32 350	Original, signed criminal record check authorization forms are kept for at least 5 years	RCR s.92(2)		
32 360	Employee records regarding character & skill requirements are kept during the employee's is employment with the facility	RCR s.92(3)(a)		
32 370	Criminal record check results & character references for non–employees are kept for as long as they are ordinarily present at the facility	RCR s.92(3)(b)		
32 380	Character references are returned or destroyed when person no longer employed or ordinarily present	RCR s.92(4)		
32 390	Employees – of good character who meet standards for employees specified in the regulations	CCALA s.7(1)(a)		
32 400	A facility manager is appointed	CCALA s.7(1)(d)		
32 410	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Policies & Procedures		Notes		
33 010 ♦	Person or representative advised of – all charges, fees & other payments for accommodation or other services offered	RCR s.48(1)(a)		
33 020 ♦	Person or representative advised of – policy & procedure for expressing concerns, making complaints & resolving disputes	RCR s.48(1)(b)		
33 030 ♦	Person or representative advised of – how to express concern or complaints to the medical health officer	RCR s.48(1)(c)(i)		
33 040 ♦	If applicable, person or representative advised of – how to express concern or complaints to the Patient Care Quality Review Office	RCR s.48(1)(c)(ii)		
33 050 ♦	Communication of s.48(1) is appropriate to skills & abilities of person or representative	RCR s.48(2)		
33 060	Emergency plan – have procedures for preparation, mitigation, response, evacuation & recovery from any emergency	RCR s.51(1)(a)		
33 070	Emergency plan – includes plan for the continuous provision of care	RCR s.51(1)(b)		
33 080	Emergency plan – is current & updated when changes occur	RCR s.51(2)		
33 090	Emergency plan – is prominently displayed	RCR s.51(4)		

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33 100 ♦	Dispute resolution – fair, prompt & effective process for expressing concerns or making a complaint	RCR s.60(a)		
33 110 ♦	Dispute resolution – no retaliation against person in care resulting from expression of concern or a complaint	RCR s.60(b)		
33 120 ♦	Dispute resolution – prompt response to concerns/complaints/disputes	RCR s.60(c)		
33 130	Medication Safety & Advisory Committee – establishes/reviews training/orientation programs for employees who store/ handle/administer medications	RCR s.68(3)(a)		
33 140	Medication Safety & Advisory Committee – establishes & reviews policies/procedures for safe, effective storage, handling & administration of medications	RCR s.68(3)(b)(i)		
33 150	Medication Safety & Advisory Committee – establishes & reviews the response & reporting of medication errors & adverse reactions	RCR s.68(3)(b)(ii)		
33 160	Restraint provided in an emergency	RCR s.74(1)(a)		
33 170	Restraint used with written agreement – of person in care/parent/representative/closest relative active in the life of the person in care	RCR s.74(1)(b)(i)		
33 180	Restraint used with written agreement – of medical/ nurse practitioner	RCR s.74(1)(b)(ii)		
33 190	Emergency restraint > 24 hrs with written agreement – from person in care, parent, representative, or closest actively involved relative	RCR s.75(2)(a)(i)		
33 200	Emergency restraint > 24 hrs with written agreement – from medical/nurse practitioner	RCR s.75(2)(a)(ii)		
33 210	Continued use of emergency restraint for more than 24 hours must comply with conditions of use as per RCR s.73(2)	RCR s.75(2)(b)		
33 220	Policies & procedures – to guide staff in matters relating to care & supervision	RCR s.85(1)(a)		
33 230	Policies & procedures – reviewed & if required revised, once/year	RCR s.85(1)(b)		
33 240	Policies & procedures – available to employees at all times	RCR s.85(1)(c)(i)		
33 250	Policies & procedures – available to medical health officer if requested	RCR s.85(1)(c)(ii)		
33 260 ♦	Policies & procedures – available to person in care, if requested	RCR s.85(1)(c)(ii.1)		
33 270 ♦	Policies & procedures – available to parent or representative, if requested	RCR s.85(1)(c)(iii)		
33 280	Policies & procedures – implementation by employees ensured	RCR s.85(1)(d)		
33 281 ♦	Repayment agreement – if part of service prepaid, written statement of terms and conditions for refund required	CCALA s.19		
33 290	LTC only – Fall prevention policy & procedure – includes assessment of fall risk	RCR s.85(2)(a)(i)		
33 300	LTC only – Fall prevention policy & procedure – includes a plan for preventing falls	RCR s.85(2)(a)(ii)		
33 310	LTC only – Fall prevention policy & procedure – includes response to a fall (immediate care & subsequent prevention)	RCR s.85(2)(a)(iii)		
33 320	Policies & procedures – orientation of new managers & employees (including facility policies/procedures, legislation)	RCR s.85(2)(b)		
33 330	Policies & procedures – continuing education of managers & employees	RCR s.85(2)(c)		

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33 340	Policies & procedures – how persons in care, parent/ representative/contact per can express concerns, make complaints/ resolve disputes as per RCR section 60	RCR s.85(2)(d)		
33 350	Policies & procedures – regarding access to person in care who are not employees	RCR s.85(2)(e)		
33 360	Policies & procedures – release of child/youth/adult from facility	RCR s.85(2)(f)		
33 370	Policies & procedures – person authorized to remove person in care, appears incapable of providing safe care	RCR s.85(2)(f)(i)		
33 380	Policies & procedures – person not authorized to remove person in care requests release of the person in care	RCR s.85(2)(f)(ii)		
33 390	Policies & procedures – nutrition monitoring of person in care	RCR s.85(2)(g)		
33 400	Policies & procedures – medication monitoring of person in care	RCR s.85(2)(h)		
33 410	Policies & procedures – emergency restraint use	RCR s.85(2)(i)		
33 420	Policies & procedures – responding to reportable incidents	RCR s.85(2)(j)		
33 430	Policies & procedures – if person in care goes missing or wanders off	RCR s.85(2)(k)		
33 440	Policies & procedures – appropriate manner & schedule of record keeping	RCR s.85(2)(l)		
33 450	Policies & procedures – written repayment agreement given at time of prepayment	RCR s.85.1		
33 460	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Care & Supervision		Notes		
34 010	Persons accommodated only if safe & adequate care received	RCR s.46(1)		
34 020	Pre-admission screening – considers delivery of care required (safe/adequate care)	RCR s.47(1)		
34 030	Pre-admission screening – considers employee training, experience, numbers of staff, patterns of coverage	RCR s.47(2)(a)		
34 040	Pre-admission screening – considers facility design, construction, equipment	RCR s.47(2)(b)		
34 050	Pre-admission screening – considers the needs of the person in care & specific needs identified in care plan	RCR s.47(2)(c)		
34 060	Pre-admission screening – considers health, safety & dignity of others in care	RCR s.47(2)(d)		
34 070	Pre-admission screening – considers set criteria, advice & information from funding program	RCR s.47(2)(e)		
34 080	Admission – assess risk of person in care leaving facility without notification	RCR s.49(3)		
34 090	Health & safety of persons regularly monitored to ensure needs can be met	RCR s.50(1)		
34 100	Sent to hospital without medical or nurse practitioner direction	RCR s.50(2)(a)		
34 110	Transfer to another facility or hospital without appropriate consent (except if on leave under the Mental Health Act)	RCR s.50(2)(b)		
34 120 ♦	Abuse or neglect (as defined in Schedule D) while in care or supervision	RCR s.52(1)(a)		
34 130 ♦	Food or fluids – deprivation as a form of punishment	RCR s.52(1)(b)		
34 140	Food or fluids – used as a form or reward	RCR s.52(2)		

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34 150	Privacy of person, bedroom & belongings ensured to greatest extent possible while maintaining health, safety & dignity	RCR s.53		
34 160	Assistance provided to obtain health services	RCR s.54(2)(a)		
34 170	Medical/nurse practitioner can be contacted in emergency	RCR s.54(2)(b)		
34 180	Dental health exams encouraged at least annually	RCR s.54(3)(a)		
34 190	Oral health – daily maintenance assistance provided	RCR s.54(3)(b)(i)		
34 200	Dental – professional dental services obtained as required	RCR s.54(3)(b)(ii)		
34 210	Dental – treatment recommendations & orders by dental health professional followed	RCR s.54(3)(b)(iii)		
34 220	Identification – documentation with name, facility name & emergency contact information when on temporary leave	RCR s.56(1)		
34 230	Identification – bracelet or other difficult to remove identification if assessed to potentially leave without notification & unable to identify self	RCR s.56(3)		
34 240	Parent or representative has reasonable access to person in care	RCR s.57(1)		
34 250 ♦	Visitors of choice allowed at any time if safe & appropriate	RCR s.57(2)(a)		
34 260 ♦	Privacy provided when communicating with visitors	RCR s.57(2)(b)		
34 270	Persons with restricted access to a person in care by court order or order under an enactment	RCR s.57(3)		
34 280	Release or removal from facility only by parent, representative or authorized person	RCR s.58(1)		
34 290 ♦	Family / resident council - annual opportunity to establish a council	RCR s.59(a)		
34 300 ♦	Family / resident council - annual opportunity to meet with licensee as council or group to promote collective & individual interests	RCR s.59(b)(i)		
34 310 ♦	Family / resident council – annual opportunity to meet with licensee as council or group regarding day to day living decisions	RCR s.59(b)(ii)		
34 320	Meals provided – in dining areas	RCR s.63(3)(a)		
34 330	Meals provided – by temporary tray service if temporarily unable to attend dining area	RCR s.63(3)(b)		
34 340	Meals provided – by ongoing room tray service for physical & mental circumstances of person in care	RCR s.63(3)(c)(i)		
34 350	Ongoing tray service – indicated in care plan	RCR s.63(3)(c)(ii)		
34 360	Ongoing tray service – approved by medical/nurse practitioner	RCR s.63(3)(c)(iii)		
34 370	Ongoing tray service – reassessed every 30 days by medical/nurse practitioner/dietitian	RCR s.63(3)(c)(iv)		
34 380	Ongoing tray service – not for convenience of employees	RCR s.63(4)		
34 390	Sufficient time & assistance provided to eat safely & comfortably	RCR s.63(5)		
34 400	Children not fed by means of propped bottle	RCR s.67(2)		

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34 410	Restraint use – only if necessary to protect person in care or others	RCR s.73(1)(a)		
34 420	Restraint use – considers nature of restraint, duration of use & minimal as possible	RCR s.73(1)(b)		
34 430	Restraint use – safety, physical & emotional dignity monitored during & assessed after use	RCR s.73(1)(c)		
34 440	Restraint use – all alternatives have been considered	RCR s.73(2)(a)		
34 450	Restraint use – employees trained in alternatives to restraint, appropriateness of alternatives, use/monitoring restraints	RCR s.73(2)(b)(i)		
34 460	Restraint use – care plan instructions followed	RCR s.73(2)(b)(ii)		
34 470	Restraint use – use/ type/ duration of use documented in care plan	RCR s.73(2)(c)		
34 480	Emergency restraint – following implementation the person in care involved is debriefed regarding use	RCR s.73(3)(a)(i)		
34 490	Emergency restraint – following implementation any witness to the use is debriefed regarding use	RCR s.73(3)(a)(ii)		
34 500	Emergency restraint – following implementation each employee involved is debriefed regarding use	RCR s.73(3)(a)(iii)		
34 510	Emergency restraint – advice/information provided in debrief after use, is documented in care plan	RCR s.73(3)(b)		
34 520	Restraint use – not used for as punishment/discipline	RCR s.74(2)(a)		
34 530	Restraint use – not used for convenience of employees	RCR s.74(2)(b)		
34 540	Restraint use – need for restraint reassessed within 24 hours after first use	RCR s.75(1)		
34 550	Approved restraint use – administered for more than 24hrs, reassessed as per time in care plan	RCR s.75(3)(a)(i)		
34 560	Approved restraint use – administered for more than 24hrs reassessed at time specified by as per time in care plan	RCR s.75(3)(a)(ii)		
34 570	Approved restraint use – when possible reassessment incl. consultation w/ persons who agreed to use	RCR s.75(3)(b)		
34 580 ♦	Care plan – person in care, or if not capable their representative, to participate in development	RCR s.81(2)(a)		
34 590 ♦	Care plan – developed considering abilities, physical, social, emotional needs & cultural/spiritual preferences	RCR s.81(2)(b)		
34 600	Care plan – includes plan for medications & self-administered medications (if approved)	RCR s.81(3)(a)(i)		
34 610	Care plan – includes behavioural interventions if applicable	RCR s.81(3)(a)(ii)		
34 620	Care plan – includes the type, nature & reassessment frequency of approved restraints, if any	RCR s.81(3)(a)(iii)		
34 630	Care plan – includes oral health plan	RCR s.81(3)(b)		
34 640	Care plan – includes nutrition plan and assessment of nutritional status	RCR s.81(3)(c)(i)		
34 650	Care plan – includes provision of nutrition & therapeutic diets	RCR s.81(3)(c)(ii)		
34 660	Care plan – includes recreation/leisure plan	RCR s.81(3)(d)		
34 670	Care plan – includes fall prevention plan & risk assessment for falls (for LTC & persons who may be prone to falling)	RCR s.81(3)(e)(i)		
34 680	Care plan – includes plan for fall prevention (for LTC & persons who may be prone to falling)	RCR s.81(3)(e)(ii)		
34 690	Care plan – includes follow-up on falls that have occurred (for LTC & persons who may be prone to falling)	RCR s.81(3)(e)(iii)		

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34 700	Care plan – if risk for missing/wandering, plan to prevent leaving included	RCR s.81(3)(f)(i)		
34 710	Care plan – if risk for missing/wandering, search plan included	RCR s.81(3)(f)(ii)		
34 720	Care plan – if child/youth, includes any written parental instructions	RCR s.81(3)(g)		
34 730	Care plan – include any condition or requirement under the Mental Health Act, an enactment, or court order associated with admission, if applicable	RCR s.81(3)(h)		
34 740	Care plan – regularly monitored to ensure proper implementation	RCR s.81(4)(a)		
34 750	Care plan – reviewed & modified - if substantial change in circumstances	RCR s.81(4)(b)(i)		
34 760	Care plan – reviewed & modified - at least once per year	RCR s.81(4)(b)(ii)		
34 770 ♦	Care plan – person in care encourage to participate in review & modification	RCR s.81(4)(c)		
34 780	Care plan – care/supervision consistent with terms & conditions	RCR s.82		
34 790	24 or fewer persons – Nutrition plan per person developed by licensee	RCR s.83(1)(a)		
34 800	Nutrition plan if no dietitian involved – considers physical or mental condition	RCR s.83(1)(b)(i)		
34 810	Nutrition plan if no dietitian involved – considers history of feeding issues	RCR s.83(1)(b)(ii)		
34 820	Nutrition plan if no dietitian involved – considers other factors	RCR s.83(1)(b)(iii)		
34 830	Greater than 24 persons – nutrition plan developed with dietitian assistance	RCR s.83(2)		
34 840	Greater than 24 persons – nutrition plan developed without dietitian regularly reviewed	RCR s.83(3)(a)		
34 850	Greater than 24 persons – nutrition plan developed with dietitian regularly reviewed with dietitian	RCR s.83(3)(b)		
34 860	Nutrition plan – reviewed with a dietitian if requested or required by – health care provider	RCR s.83(3)(c)(i)		
34 870	Nutrition plan – reviewed with a dietitian if requested or required by – MHO	RCR s.83(3)(c)(ii)		
34 880	Nutrition plan – reviewed with a dietitian if requested or required by – funding program	RCR s.83(3)(c)(iii)		
34 890	Nutrition plan – advice sought immediately if significant unintentional weight change (excludes: Hospice)	RCR s.83(4)(b)		
34 900	Nutrition plan – reason for refusal or inability to weigh is documented	RCR s.83(5)(a)		
34 910	Nutrition plan – advice sought immediately if refusal or inability to weigh & significant unintentional weight change noted	RCR s.83(5)(b)		
34 920	Signed advance directive or level of intervention – not required nor condition for admission or continued residency	DOLSOP Advanced Directives & Care Plans		
34 930	Advance directive or level of intervention – requirement to sign is contravention of CCALA s. 7(1)(b) – Rights of Adult Persons in Care	DOLSOP Advanced Directives & Care Plans		
34 940	Person in care is presumed capable of making personal decisions (as per legislation) until contrary is demonstrated	DOLSOP Agreement in Writing to the Use of Restraints		
34 950	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

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Hygiene & Communicable Disease Control			Notes	
35 010	Employees – evidence of compliance with BC immunization & tuberculosis programs	RCR s.39(1)		
35 020	Admissions – evidence of compliance with BC immunization & tuberculosis programs	RCR s.49(1)		
35 030	Program to instruct & assist persons in maintaining health & hygiene	RCR s.54(1)		
35 040	Food is safely prepared, stored, served & handled	RCR s.63(1)		
35 050	Persons in care involved in preparation or service of food is adequately supervised to ensure food is safely prepared & handled	RCR s.65(2)		
35 060	Notification within 24 hrs to medical health officer of reportable communicable disease as per Schedule A – Communicable Disease Regulation	RCR s.76(2)		
35 070	Regular review of immunization status of persons in care & development of outbreak prevention & control (see also FH Respiratory Outbreak Protocol in Residential Care if >20 beds)	DOLSOP Immunization of Adult Persons in Residential Care		
35 080	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Medication			Notes	
36 010	Medication safety advisory committee includes – manager or designate	RCR s.68(1)(a)		
36 020	Medication safety advisory committee includes – supervising pharmacist	RCR s.68(1)(b)		
36 030	Medication safety advisory committee includes – health care provider supervising health care services (if applicable)	RCR s.68(1)(c)		
36 040	Supervising pharmacist – on medication, safety and advisory committee	RCR s.68(2)(a)		
36 050	Supervising pharmacist – inspects medication storage area	RCR s.68(2)(b)		
36 060	Supervising pharmacist – consults with employees respecting medication interactions/problems	RCR s.68(2)(c)		
36 070	Pharmacist – packages all medications	RCR s.69(1)(a)		
36 080	Pharmacist – records all medications on medication administration record	RCR s.69(1)(b)		
36 090	Medications administration – medication remain in original labeled container or package until administered, unless authorized by MSAC	RCR s.69(2)		
36 100	Medication administration – only medications prescribed or ordered by medical/nurse practitioner are administered	RCR s.70(1)		
36 110	Medication administration – by employees only	RCR s.70(3)(a)		
36 120	Medication administration – appropriate arrangements if person absent from the facility	RCR s.70(3)(b)		
36 130	Medication self-administration – plan approved by medication safety advisory committee & medical/nurse practitioner	RCR s.70(4)(a)		
36 140	Medication self-administration – plan included in care plan	RCR s.70(4)(b)		
36 150	Directions for use – no handwritten changes on medication container or package	RCR s.71(a)		

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36 160	Medications returned to pharmacy – if no longer required	RCR s.72(a)		
36 170	Medications returned to pharmacy – if expired	RCR s.72(b)		
36 180	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Nutrition & Food Services			Notes	
37 010	Menu – if admitted for 6 weeks or fewer, developed at least weekly	RCR s.62(1)(a)		
37 020	Menu – if admitted for greater than 6 weeks, develop a minimum 4 week cycle menu	RCR s.62(1)(b)		
37 030	Menu – includes daily morning, noon & evening meals with 3 food groups per meal	RCR s.62(2)(a)		
37 040	Menu – includes minimum 2 nutritious snack with 2 food groups per snack	RCR s.62(2)(b)		
37 050	Menu – considers the nutrition plan of each person, nutrition needs, age, gender & activity level	RCR s.62(2)(c)(i)		
37 060	Menu – considers food preferences & cultural background	RCR s.62(2)(c)(ii)		
37 070	Menu – considers seasonal variations	RCR s.62(2)(c)(iii)		
37 080	Menu – considers texture, colour, food safety, taste & visual appeal	RCR s.62(2)(c)(iv)		
37 090	Menu – substitutions made from same group & have similar nutritional value	RCR s.62(2)(d)		
37 100	Menu – is followed within reason & meets nutritional needs if unable to follow	RCR s.62(3)		
37 110	Food prepared & served – to meet personal preferences & cultural background to extent possible	RCR s.63(2)		
37 120	Morning meal served between 7– 9 a.m. (excluding: CYR)	RCR s.64(1)(a)		
37 130	Noon meal served between 11:45am – 1pm (excluding: CYR)	RCR s.64(1)(b)		
37 140	Evening meal served after 5 pm (excluding: CYR)	RCR s.64(1)(c)		
37 150	Snacks provided at times to meet needs	RCR s.64(1)(d)		
37 160	CYR only – Meals & snack provided at times to meet needs of persons	RCR s.64(2)		
37 170	Brunch provided on weekends & holidays instead of morning/noon meal if preferred	RCR s.64(3)		
37 180	Packed meal/snack provided without charge if absent during meal service	RCR s.64(4)		
37 190	Adequate food to meet personal nutritional needs	RCR s.66(1)		
37 200	Fluids in sufficient quantity & variation to meet needs & preferences	RCR s.66(2)		
37 210	Nutrition supplements ordered by medical/nurse practitioner or required by nutrition plan provided	RCR s.67(1)(a)		
37 220	Tube feedings ordered by medical/nurse practitioner provided	RCR s.67(1)(b)		
37 230	Eating aids, personal assistance, supervision – provided if difficulty eating	RCR s.67(1)(c)(i)		
37 240	Eating aids, personal assistance, supervision – provided if required by nutrition plan	RCR s.67(1)(c)(ii)		
37 250	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

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Program		Notes		
38 010	Planned program of activities – physical, social, recreational activities suitable to meet needs & provided without charge (excludes: Hospice)	RCR s.55(1)(a)(i)		
38 020	Planned program of activities – objective of care plan met (excludes: Hospice)	RCR s.55(1)(a)(ii)		
38 030	Planned program of activities – participation encouraged (excludes: Hospice)	RCR s.55(1)(b)(i)		
38 040	Planned program of activities – participation in community activities encouraged (excludes: Hospice)	RCR s.55(1)(b)(ii)		
38 050	Opportunities offered to participate in activities offered beyond the regular activity program at additional cost	RCR s.55(2)		
38 060	Activity program – sufficient quantity & variety of supplies, materials & equipment provided without charge	RCR s.55(3)(a)		
38 070	Activity program – supplies, materials & equipment readily accessible & safe	RCR s.55(3)(b)		
38 080	Participation in menu planning, meal preparation, food service & related activities encouraged as per care plan, if practical	RCR s.65(1)		
38 090	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Records & Reporting		Notes		
39 001	Child/Youth Res. Only – Emerg. Services / Helpline for Children – inform of right to contact	RCR s.24.1(2)(a)		
39 002	Child/Youth Res. Only – Emerg. Services / Helpline for Children – provide contact information	RCR s.24.1(2)(b)		
39 003	Child/Youth Res. Only – Emerg. Services / Helpline for Children – provide reliable communications equipment	RCR s.24.1(2)(c)		
39 010	Height & weight recorded on admission	RCR s.49(2)		
39 020	Adverse medication reactions – recorded on medication administration record	RCR s.70(5)(a)		
39 030	Adverse medication reactions – medical/nurse practitioner & pharmacist notified; any ordered changes to directions for use promptly recorded on medication administration record	RCR s.70(5)(b)(i)		
39 040	Changes in direction for medication use – promptly record in medication administration record	RCR s.71(b)(i)		
39 050	Changes in direction for medication use – promptly notify dispensing pharmacy	RCR s.71(b)(ii)		
39 060	Illness or injury – parent, representative or contact person immediately notified	RCR s.76(1)		
39 070	Reportable incidents – parent, representative, or contact person immediately notified	RCR s.77(2)(a)		
39 080	Reportable incidents – medical/nurse practitioner immediately notified	RCR s.77(2)(b)		
39 090	Reportable incidents – medical health officer immediately notified, in form & manner required	RCR s.77(2)(c)		
39 100	Reportable incidents – funding program immediately notified (if applicable)	RCR s.77(2)(d)		
39 110	Hospice only – parent, representative or contact person & medical/nurse practitioner immediately notified of expected death	RCR s.77(3)(b)		
39 120	Hospice only – medical health officer & funding program (if applicable) notified within 30 days of expected death	RCR s.77(3)(c)		

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39 130	Person in care records – include name, sex, date of birth, medical insurance plan number and immunization status	RCR s.78(1)(a)		
39 140	Person in care records – include admission date	RCR s.78(1)(b)		
39 150	Person in care records – include contact information for parent/representative or contact person	RCR s.78(1)(c)		
39 160	Person in care records – include emergency information to describe & identify person in care	RCR s.78(1)(d)		
39 170	Person in care records – include identification of any person who are legally restricted or prohibited access	RCR s.78(1)(e)(i)		
39 180	Person in care records – include identification of any person who are determined to pose a risk	RCR s.78(1)(e)(ii)		
39 181	Person in care records – record of information provided as per RCR s.24.1 (Helpline for Children)	RCR s.78(1.1)		
39 190	Person in care records – include medication records showing all medications administered	RCR s.78(2)(a)		
39 200	Person in care records – includes medication records shows date, amount and time medications administered	RCR s.78(2)(b)		
39 210	Person in care records – includes appropriate written consent to call a medical/nurse practitioner/ambulance in case of accident or illness	RCR s.78(3)(a)		
39 220	Person in care records – for children, written consent to release child to someone other than parent	RCR s.78(3)(b)		
39 230	Records kept of – all monies/valuable/other things held in trust or safekeeping	RCR s.79(1)(a)		
39 240	Records kept of – disbursements made using person in cares money	RCR s.79(1)(b)		
39 250	Records kept of – fees charged to hold or administer money, valuables or other things	RCR s.79(1)(c)(i)		
39 260	Records kept of – fees charged to make disbursement on behalf of persons in care	RCR s.79(1)(c)(ii)		
39 270	Records kept of – of monies/valuables/other things held and returned upon move or death	RCR s.79(1)(d)		
39 280	Receipts issued/obtained for items held, disbursements made, fees charged & items returned	RCR s.79(2)		
39 290 ♦	Short term care plan – developed on admission	RCR s.80(1)		
39 300 ♦	Short term care plan – includes required care plan information	RCR s.80(2)		
39 310 ♦	If admitted for > 30 days, a comprehensive care plan is developed within 30 days	RCR s.81(1)		
39 320	Weight monitored monthly (excludes: Hospice)	RCR s.83(4)(a)		
39 330	Monthly weight recorded in nutrition plan (excludes: Hospice)	RCR s.83(4)(c)		
39 340	Restraint use – type & nature of restraint recorded in care plan	RCR s.84(a)		
39 350	Restraint use – reason for restraint recorded in care plan	RCR s.84(b)		
39 360	Restraint use – alternatives considered, implemented & rejected recorded in care plan	RCR s.84(c)		
39 370	Restraint use – restraint duration & monitoring recorded in care plan	RCR s.84(d)		
39 380	Restraint use – reassessment results recorded in care plan	RCR s.84(e)		
39 390	Restraint use – employee compliance with use of restraints recorded in care plan	RCR s.84(f)		
39 400	Copy of medication polices/procedures developed available	RCR s.85(3)		

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39 401 ♦	Repayment agreement – Licensee must keep a copy of the agreement that is given to those who prepay	RCR 85.1(2)(a)		
39 402 ♦	Repayment agreement – Licensee must keep current record of those who have received the prepayment agreement	RCR 85.1(2)(b)		
39 410	Record kept – employee criminal record checks	RCR s.86(a)		
39 420	Record kept – employee character references	RCR s.86(b)		
39 430	Record kept – employee compliance re: immunizations & TB status	RCR s.86(c)		
39 440	Record kept – employee performance reviews & attendance at education sessions	RCR s.86(d)		
39 450	Record kept – food purchases	RCR s.87(a)		
39 460	Record kept – menus/ menu substitutions	RCR s.87(b)		
39 470	Record kept – results of food services/nutrition care monitoring	RCR s.87(c)		
39 480	Record kept – employee attendance at food service/nutrition care education/ training programs	RCR s.87(d)		
39 490	Record kept – non-reportable, minor accidents, illnesses, medication errors not requiring medical attention	RCR s.88(a)		
39 500	Record kept – unexpected incidents	RCR s.88(b)		
39 510	Record kept – reportable incidents	RCR s.88(c)		
39 520	Record kept – respecting expressed complaints, concerns & responses	RCR s.89(1)		
39 530	LTC only – Record kept – liability insurance	RCR s.89(2)(a)		
39 540	LTC only – Record kept – family/resident council (as per s. 59)	RCR s.89(2)(b)		
39 550	LTC only – Record kept – individual nutrition needs (as per s. 66)	RCR s.89(2)(c)		
39 560	LTC only – Record kept – medication administration (as per s. 70)	RCR s.89(2)(d)		
39 570	Separate financial records maintained & comply with acceptable accounting practices	RCR s.90(1)		
39 580	Required records – are current	RCR s.91(1)(a)		
39 590	Required records – are separate for each facility operated	RCR s.91(1)(b)		
39 600	Person in care records respecting money/valuables, care plans, policies/procedures, minor/reportable incidents, complaints/compliance maintained on-site	RCR s.91(2)(a)		
39 610	Records (other than person in care) maintained in location that can be retrieved upon request	RCR s.91(2)(b)		
39 620	Records produced on demand to medical health officer	RCR s.91(2)(c)		
39 630	Person in care records stored in manner to prevent unauthorized access	RCR s.91(3)		
39 640	Records maintained for 1 year unless directed otherwise per s.92(2) to (5)	RCR s.92(1)		
39 650	Person in care records maintained for minimum 2 years from the date of discharge	RCR s.92(5)		
39 660	Record of complaints, concerns & responses maintained for minimum 2 years	RCR s.92(6)		

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39 670 ♦	Confidentiality of person in care records/personal information maintained	RCR s.93		
39 680	Issues re: end of life planning & advance directives may be discussed/documentated during care plan development	DOLSOP Advanced Directives & Care Plans		
39 690	Health, safety and dignity of persons in care	CCALA s. 7(1)(b)(i)		

Resident Bill of Rights			Notes	
	Commitment to care			
40 010	A care plan developed specifically for him or her	CCALA s.7(1)(b)(ii) Schedule 1-1(a)		
40 020	A care plan developed based on his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences	CCALA s.7(1)(b)(ii) Schedule 1-1(b)		
	Rights to health, safety and dignity			
40 030	To be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity	CCALA s.7(1)(b)(ii) Schedule 1-2(a)		
40 040	To be protected from abuse and neglect	CCALA s.7(1)(b)(ii) Schedule 1-2(b)		
40 050	To have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests	CCALA s.7(1)(b)(ii) Schedule 1-2(c)		
40 060	To have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces	CCALA s.7(1)(b)(ii) Schedule 1-2(d)		
40 070	To receive visitors and to communicate with visitors in private	CCALA s.7(1)(b)(ii) Schedule 1-2(e)		
40 080	To keep and display personal possessions, pictures and furnishings in his or her bedroom	CCALA s.7(1)(b)(ii) Schedule 1-2(f)		
	Rights to participation and freedom of expression			
40 090	To participate in the development & implementation of his or her care plan	CCALA s.7(1)(b)(ii) Schedule 1-3(a)		
40 100	To establish & participate in a resident or family council to represent the interests of persons in care	CCALA s.7(1)(b)(ii) Schedule 1-3(b)		
40 110	To have his or her family or representative participate on a resident or family council on their own behalf	CCALA s.7(1)(b)(ii) Schedule 1-3(c)		
40 120	To have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility	CCALA s.7(1)(b)(ii) Schedule 1-3(d)		

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40 130	To be informed as to how to make a complaint to an authority outside the facility	CCALA s.7(1)(b)(ii) Schedule 1-3(e)		
40 140	To have his or her family or representative exercise the rights under this clause on his or her behalf	CCALA s.7(1)(b)(ii) Schedule 1-3(f)		
Rights to transparency and accountability				
40 150	To have ready access to copies of all laws, rules & policies affecting service provided to him or her	CCALA s.7(1)(b)(ii) Schedule 1-4(a)		
40 160	To have ready access to a copy of the most recent routine inspection record made under the Act	CCALA s.7(1)(b)(ii) Schedule 1-4(b)		
40 170	To be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility	CCALA s.7(1)(b)(ii) Schedule 1-4(c)		
40 180	If any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms & conditions under which a refund may be made	CCALA s.7(1)(b)(ii) Schedule 1-4(d)		
40 190	To have his or her family or representative informed of the matters described in clause 4 of the resident’s bill of rights	CCALA s.7(1)(b)(ii) Schedule 1-4(e)		

Additional CCALA Sections		Notes		
50 010	Without a licence – Must not operate a facility	CCALA s.5(a)		
50 020	Without a licence – Must not provide care in a facility	CCALA s.5(b)		
50 030	Without a licence – Must not accommodate someone who requires care	CCALA s.5(c)		
50 040	Adult – to be licensee or manager	CCALA s.6		
50 050	Health, safety and dignity of persons in care	CCALA s.7(1)(b)(i)		
50 060	*** Do not use			
50 070	Inspection – facility open at all times, any part	CCALA s.9(1)(a)		
50 080	Inspection – financial/other records available	CCALA s.9(1)(b)		
50 090	Inspection – all matters, including operations, employees, persons in care, treatment & rehabilitation program	CCALA s.9(1)(c)		
50 100	Inspection – may make record of all matters and condition of facility	CCALA s.9(1)(d)		
50 109	Licence – expires automatically if not operating during consecutive 12 months	CCALA s.10(a)		
50 110	Licence – must be surrendered if expired	CCALA s.10(b)		
50 111	Licensee (other than corporation) – good character	CCALA s. 11(2)(a)(i)		
50 112	Licensee (other than corporation) – training, experience and other qualifications required	CCALA s. 11(2)(a)(ii)		
50 113	Licensee (other than corporation) – personality, ability and temperament to maintain the spirit, dignity and individuality of PICs	CCALA s. 11(2)(a)(iii)		

“♦” means it is also related to the Residents’ Bill of Rights

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50 114	Licensee (other than corporation) – readily available to Licensing and provide records requested	CCALA s. 11(2)(a)(iv)		
50 115	Licensee (corporation) – a director permanently resident in BC or prescribed province, available to respond within 24 hours	CCALA s. 11(2)(b)(i)		
50 116	Licensee (corporation) – manager must be appointed	CCALA s. 11(2)(b)(ii)		
50 117	Licensee (corporation) – full authority delegated to manager	CCALA s. 11(2)(b)(iii)		
50 120	Entry into BC – must not bring, cause to be brought, advertise for or encourage person under 19 into BC without written approval from director, Child, Family and Community Service Act	CCALA s.18(2)		
50 130	Licensee must not persuade/induce person in care to – make/alter will, make gift, provide benefit, conduct financial affairs	CCALA s.18(3)(a)		
50 140	Admission – payment or donation other than in written contract not a condition	CCALA s.18(3)(b)		
50 150	Power of Attorney – licensee must not act	CCALA s.18(3)(c)		
50 160	Personal representative or committee of the estate – licensee must not act, unless child, parent or spouse	CCALA s.18(3)(d)		
50 170	Representative under agreement under the Representation Agreement Act – licensee must not act	CCALA s.18(3)(e)		
50 180	*** Do not use			
50 181	*** Do not use			
50 182	*** Do not use			
50 190	Protection for persons who report – taking action against employee or agent	CCALA s.22(2)		
50 200	Protection for persons who report – taking action against a person in care	CCALA s.22(3)		