



## Licensed Residential Care

### Policy, procedure and plan requirements

A Licensee is required to develop and implement written policies, procedures and/or plans (called hereafter “policies”) to guide staff actions in all matters relating to the care and supervision of persons in care. The purpose of developing policies that are specific to your residential care facility is to outline the expectations of staff while working with persons in care and to ensure the health, safety dignity, and rights of persons in care are met.

Your policies should include clear directions for staff (procedures) on how to implement each policy and a system to review and revise the policies annually or as the need arises. Policies must be realistic and reflect the reality of your current situation with respect to the type of care you offer, premises, staffing, and equipment.

Licensing has a list of required and recommended policies and the applicable sections of the *Community Care and Assisted Living Act* and *Residential Care Regulation* and/or Director of Licensing Standards of Practice. Please note that these lists are not comprehensive and you may choose to develop additional policies to meet your specific needs.

Required Policies, Procedures and Plan	
Name	Cross Reference Sections
<input type="checkbox"/> Fall Prevention <i>Applicable to Long Term Care only (includes assessment, prevention, and response to falls). Recommended in other care types where falls have been identified as a care issue</i>	RCR s. 85(2)(a) RCR s. 81(3)(e)
<input type="checkbox"/> Orientation of New Managers & Employees <i>(includes orientation to policies &amp; procedures, the CCALA &amp; RCR)</i>	RCR s. 85(2)(b) RCR s. 37(2)(c) RCR s. 44(1)(a) RCR s. 51(3) RCR s. 68(3)(a) RCR s. 70(2) RCR s. 73(2)(b)(i)
<input type="checkbox"/> Continuing education of Manager & Employees <i>(professional development, certification renewals, records)</i>	RCR s. 85(1)(d) RCR s. 85(2)(c) RCR s. 40(3) RCR s. 68(3)(a) RCR s. 43(1)(a) RCR s. 44(1)(b) RCR s. 86(d)

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Required Policies, Procedures and Plan	
Name	Cross Reference Sections
<input type="checkbox"/> Concern, Complaint and Dispute Process <i>(for persons in care, parents or representatives &amp; contact persons; includes documentation and response)</i>	RCR s. 85(2)(d) RCR s. 48(1)(b)(c) RCR s. 60 RCR s. 89(1)
<input type="checkbox"/> Access to persons in care <i>(by other than employees of the facility)</i>	RCR s. 85(2)(e) RCR s. 57
<input type="checkbox"/> Release of a Child/Youth & Vulnerable Adults <i>(includes who is and is not authorized and circumstances of release)</i>	RCR s. 85(2)(f) RCR s. 58
<input type="checkbox"/> Nutrition Monitoring <i>(weights, audits, care plans, etc.)</i>	RCR s. 85(2)(g) RCR s. 62-67 RCR s. 83
<input type="checkbox"/> Medication System <i>(includes policies &amp; procedures, storage, handling, administration, documentation, self-medication, monitoring, etc.)</i>	RCR s. 85(3) RCR s. 85(2)(h) RCR s. 68-72
<input type="checkbox"/> Restraints: Use of restraints in an Emergency <i>(includes when appropriate; written authorization, limitations)</i>	RCR s. 85(2)(i) RCR s. 73-75
<input type="checkbox"/> Reportable Incident Response <i>(includes types of incidents listed in Schedule D)</i>	RCR Schedule D RCR s. 85(2)(j) RCR s. 76(2) RCR s. 77 RCR s. 88
<input type="checkbox"/> Missing/Wandering <i>(admission assessment, care planning and response)</i>	RCR s. 85(2)(k) RCR s. 49(3) RCR s. 56(3) RCR s. 81(3)(f)
<input type="checkbox"/> Documentation/Record Keeping: Appropriate Manner and Schedule for Record Keeping <i>(Currency, availability, length of time to be kept, confidentiality)</i>	RCR s. 85(2)(l) RCR s. 85.1(2) RCR s. 86-93
<input type="checkbox"/> Repayment Agreement <i>(written statement outlining the terms and conditions of re-payment/ refund when a pre-payment of services is made)</i>	CCALA s. 7(1.1) CCALA Schedule (section 7) - (4)(c)(d)(e) CCALA s.19 RCR s. 85.1 RCR s. 48(1)(a) RCR s. 48(2) RCR s. 55(2)(3)
<input type="checkbox"/> Emergency Plan including Fire Safety <i>(procedures for preparation, mitigation, response (includes evacuation &amp; continued delivery of care) &amp; recovery to any emergency; staff training re: implementation &amp; use of equipment)</i>	RCR s. 51
<input type="checkbox"/> Resident Bill of Rights <i>(must be posted in the facility in a prominent location)</i>	CCALA s. 7(1)(c.1)(i)(ii)

The following policies are required by Fraser Health for all Fraser Health owned / operated / contracted adult residential facilities with 15 or more persons in care:

Fraser Health - Required Protocols	Legislation Cross Reference
<p>1. Respiratory Outbreak Protocol and Tool Kit for Residential Care and Mental Health &amp; Substance Use facilities. Applicable to facilities with 15 or more persons in care.</p> <p><i>(for employees and persons in care; vaccination and possible exclusion from the workplace. Fraser Health updates this protocol as necessary).</i></p> <p>This protocol is available on the Fraser Health website under Professionals/Residential Care Providers or you can contact your local Licensing Office for a copy.</p> <p>2. Gastro-Intestinal Outbreak Protocol.</p> <p>The purpose of this document is to be a resource guide for Managers of residential care facilities within Fraser Health to assist in preventing, recognizing, and controlling outbreaks of gastroenteritis in your facility.</p>	<p>Director of Licensing Standard of Practice: "Immunization of Adult Person in Care"</p>

### Recommended Policies

With a continued focus on quality improvement, and depending on the specific needs of persons in care, Licensees may need to develop additional specific written policies and procedures to guide care staff. The following, although not "required", are policies that are considered to be "best practice" and are typically seen in residential care facilities. In some cases the information may be captured within a broader required policy.

Additional Policies and Procedures (if applicable)	Legislation Cross Reference
<p>Admission Screening/Advice on Admission <i>(charges/fees/payments/repayment agreement)</i></p>	<p>RCR s. 47 RCR s. 48 RCR s. 49 CCALA s. 19</p>
<p>Person in Care's Financial Management <i>(comfort funds / trust accounts)</i></p>	<p>RCR s. 79 RCR s. 85.1</p>
<p>Care Plans/ Care Conferences <i>(Development, monitoring, review and evaluation)</i></p>	<p>RCR s. 80 RCR s. 81 RCR s. 82 RCR s. 83 RCR s. 84</p>

Additional Policies and Procedures (if applicable)	Legislation Cross Reference
Transfer to Hospital <i>(criteria for transfer, accompanying documentation, and notifications)</i>	RCR s. 85(1)(a)
Staff & volunteer requirements <i>(HR, documentation requirements, certifications, job descriptions/roles, limitations, evaluations &amp; CRC etc.)</i>	RCR s. 37 RCR s. 86 RCR s. 91(2) RCR s. 92(2)(3)(4)
Policies regarding specific types of reportable incidents <i>(e.g. Abuse and Neglect, Death, etc.)</i>	RCR s. 85 (1)(a)
Non-reportable Incidents <i>(record of minor incidents, illnesses, medication errors and, unexpected events)</i>	RCR s. 88
Family and Resident Council and Concern or Complaint / Dispute Resolution Process <i>(purpose/terms of reference/resolution of concerns)</i>	RCR s. 59

It is recommended that you review the Resources for Licensees relevant to Community Care Facilities Licensing on the Fraser Health website at [www.fraserhealth.ca/residentialcare](http://www.fraserhealth.ca/residentialcare). Should you have any questions regarding the above-mentioned, please contact your Licensing Officer, Licensing Registered Dietitian, or Licensing Development Coordinator - as applicable.

### Community Care Facilities Licensing Offices

A complete list of all Licensing offices is available on the Fraser Health website at [www.fraserhealth.ca/ccfl](http://www.fraserhealth.ca/ccfl). To contact the local licensing office by phone, please call Population Public Health Central Call Centre at:

**604-587-3936** and request to be connected to your local area office.