



STEPS TO OBTAINING A COMMUNITY CARE FACILITY LICENCE RESIDENTIAL CARE

COMMUNITY CARE FACILITIES LICENSING PROGRAM

1. Read the *Community Care Facility and Assisted Living Act (CCALA)* and the Residential Care Regulation.
2. Complete the “Application for a Community Care Facility Licence” form. This form must have all sections completed and be signed, it is a legal document.
3. Contact your local Municipal Office and obtain any zoning approval, building permits/approval, occupancy permits, or business licenses that are required by your local Municipal Zoning Department.
4. If you are planning to provide care for more than six persons in care and are providing a meal service, are on septic and/or well water, a referral to Health Protection & Environmental Services will be made by Licensing to assess/approve this part of your application. Applicants are encouraged to contact their local Licensing office and request to be put in contact with an Environmental Health Officer in your area.
5. For applicants in Nanaimo, Duncan, Cowichan, Victoria and the rest of the South Island Region: once an application has been received, the Island Health Licensing office will contact the local municipal fire departments to arrange for a fire inspection of the proposed facility. Any cost for inspection is the responsibility of the applicant.

In all other areas of the Health Authority (including Campbell River, Courtenay and Comox): applicants should contact the local fire department directly and arrange for a fire inspection and completion of the “Fire Approval” form.

Applicants who live in an area where there is no fire department: should complete the “Fire Letter of Assurance” form and submit to their local Licensing office as part of their application package.

Any fee for the fire inspection is the responsibility of the applicant.

6. If the applicant/proposed Licensee is not a corporation and not the proposed manager:
 - Complete a “Consent to a Criminal Record Check” Criminal record check results. Refer to bullet 8 for further instructions on how to complete.
 - Provide three character references for the proposed Licensee (sample forms provided in the Licensing Package).
 - Complete a summary of “Qualifications and Work Experience” form or provide resume/work history [including licenses/certificates/diplomas] for the proposed Licensee.
 - Provide written confirmation that the proposed Licensee will be readily available to respond to inquiries from Licensing.

The Licensing program has the discretion to require the above information be submitted for corporation representatives. Additional information may be requested after a review of the application documentation.

7. For the proposed manager – provide all of the following:
 - Copy of the criminal record check results for the proposed manager. Refer to bullet 8 for further instructions on how to complete.
 - Three character references for the proposed manager (sample forms provided in the Licensing Package).
 - Statement of duties including hours and schedule [job description], age, qualifications, relevant work experience and suitability of the proposed manager [resume].

Choose (a) or (b) below (as applicable) for the proposed manager of the facility and the additional documentation to be completed and submitted to Licensing:

- a) If the applicant/Licensee and the proposed manager are the same person (e.g. owner/operator), have the proposed manager:

- Fill out the application for Assessment of Manager

Victoria
201 – 771 Vernon Avenue
Victoria, BC V8X 5A7
Ph: 250.519.3401
Fax: 250.519.3402
Website: [Community Care Facilities Licensing](#)

Nanaimo
29 – 1925 Bowen Road
Nanaimo, BC V9S 1H1
Ph: 250.739.5800
Fax: 250.740.2675

Courtenay
355 – 11th Street
Courtenay, BC V9N 1S4
Ph: 250.331.8620
Fax: 250.331.8596

Campbell River
200 – 1100 Island Highway
Campbell River, BC V9W 8C6
Ph: 250.850.2110
Fax: 250.850.2455

- Copies of any diplomas, certificates or other evidence of the person's training and skills
 - Immunization and TB [if applicable] status
 - If applicable [i.e. working alone] enroll in a First Aide Course that meets the requirements of Schedule C of the RCR and obtain First Aid and CRP Certification. Submit a copy of your certificate to Licensing.
- b) If the applicant/Licensee is hiring a manager, the applicant/Licensee and the proposed manager must complete and submit to Licensing (forms provided in the Licensing Package):
- Licensee and Manager Declaration Letter, and
 - Licensee and Manager Delegation Letter.
8. Complete a "Consent to a Criminal Record Check" as follows:
- Schedule D: For applicant/proposed Licensee who is not a corporation nor the proposed manager, an applicant who is both the proposed Licensee and manager [owner/operator], and any residents of the home that are over 12 years of age [family style homes]. There are two options for completing these checks:
 1. Attend the Licensing office with completed original consents, have identification verified and submit payment. If there are residents over 12 that require checks, have them attend the Licensing office as well or use the declaration form provided if applicable. Refer to the "Criminal Record Checks" Infosheet for more information.
 2. Complete checks online by using the web link and access code in your application package [must have a credit history of at least six months, have resided in Canada for two or more years, have a Canadian address, internet access and credit card for payment.]
 - Schedule E: If the applicant/proposed Licensee is hiring a manager use Schedule E forms for all employees. Consents and results are to be retained by the Licensee/applicant. The organization is able to register online through the Criminal Records Review Agency and complete Schedule E checks for employees online [<https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check>]. A copy of the criminal record check results must be submitted with the application package.
9. For all residential applicants: prepare the following documents which must be submitted as part of the application package:
- a) A copy of the site plan, drawn to scale, of the proposed community care facility, showing all of the following:
 - The proposed location of the community care facility, including the property boundaries;
 - The location and dimensions of the outdoor recreation area; and
 - The elevation and grade relationships of any building or other structure on the site and the sound levels of the proposed site, if considered necessary by the Medical Health Officer.
 - b) A copy of the floor plan of the proposed community care facility, drawn to scale, showing all of the following:
 - For each room, the room's purpose, its inside dimensions and the location and size of any fixed equipment;
 - The width of each hallway and stair;
 - The location and size of windows and the height of windowsills from the floor;
 - The location of toilets, wash basins, containers for soiled clothes and, if applicable, diaper changing surfaces;
 - The location all exits;
 - The location of all security devices installed for the purposes of monitoring or controlling the movements of persons in care including: door and window alarms, video surveillance, and alarm control points in relation to electronic monitoring devices worn or carried by persons in care; and
 - The location of any accommodation and washrooms reserved for employees, including the location of any accommodation and washrooms reserved for family.
 - c) A statement of the projected monthly revenue and expenditures, including the estimated cost of employee salaries and benefits, food, utilities, taxes, insurance, maintenance, mortgage principal and interest payments, supplies and programs.
 - d) If intending to provide Long Term Care, proof of liability insurance, as required under Section 10 of the Residential Care Regulation.
 - e) An employee plan that includes all of the following:
 - The proposed number of employees, their qualifications and expected duties; and
 - A supervision and staffing plan, including while persons in care attending or being transported to and from activities located outside the community care facility.
 - f) A copy of the purchase agreement or lease for the community care facility, or if the facility is not yet built, for the property on which the facility be situated.
 - g) A detailed description of type of care to be offered (including relevant details on persons who will be in care such as any mobility issues they may have, their level of cognition, etc.).

- h) If the applicant is a society, a list of the directors and a copy of the constitution and bylaws.
 - i) If the applicant is a corporation, a list of the directors and officers of the corporation. A statement that the corporation has a director permanently in British Columbia or a prescribed province who agrees to be available by telephone or other communication medium to respond to inquiries from Licensing within 24 hours of a request.
10. Using the Residential Care Regulation and the “Residential Care Inspection Checklist”, prepare the facility for a health and safety inspection by a Licensing Officer. Ensure required policies are created and ready for review including:
- Written policies and procedures for the purposes of guiding staff in all matters relating to the care and supervision of persons in care.
 - LTC – Falls prevention – including an assessment of the nature of the risks that may result in persons in care falling, a plan for preventing falls and a plan for responding to a fall by a person in care.
 - Orientation of new managers and employees including orientation respecting the policies and procedures and the Act and Regulations.
 - Continuing education of managers and employees.
 - Complaint and dispute resolution process.
 - Access to persons in care by persons who are not employees of the facility.
 - Emergency plan to prepare for, mitigate, respond to and recover from any emergency including:
 - A plan that sets out how persons in care will continue to be cared for in the event of an emergency.
 - Release of children, youth and vulnerable adults from the facility including if an authorized person does not appear capable of providing safe care and if a person not authorized requests the release of a person in care.
 - Monitoring of nutrition of persons in care.
 - Monitoring of medication of persons in care.
 - Responding to reportable incidents.
 - Responding to unapproved absences of persons in care [missing/wandering].
 - Appropriate record keeping.
 - Use of restraints in an emergency.
 - The appropriate manner and schedule of record keeping.
 - Additionally, a Licensee must keep a copy of each policy and procedure of the Medical Safety and Advisory Committee.
11. Using the “Residential Care Applicant’s Supporting Documentation Checklist”, ensure that you have all documentation required to submit with your application. Please keep copies of all documentation submitted to this office.
12. Submit your application and documentation to your local Licensing office.
13. If you have questions completing any of these steps, please contact your local Licensing office. Once the Licensing Officer has received your completed application and supporting documentation, a file will be started for your facility. A Licensing Officer will contact you by telephone to arrange a “Health and Safety Inspection” of the facility, and any other appointments that are required to complete the Licensing process.