

LICENSING'S LATEST RESIDENTIAL CARE NEWSLETTER



Community Care Facilities Licensing

Spring 2020

Message from the Regional Manager

I hope this message finds you and the residents in your care healthy and well. While many things have changed in our world over the past six weeks, our commitment to working as partners in protecting the healthy and safety of residents in licensed care has remained steadfast. As a licensing program we have heard and seen your commitment, cooperation, and hard work as you continue to operate your facility, meeting the intent of legislation and the needs of persons in care and their families — thank you.

During this unprecedented time, it's crucial to abide by the [Provincial Health Officer](#) Orders and guidelines and enact best practices to keep persons in care and colleagues safe. In this current state, it is normal to feel anxious and apprehensive — things are uncertain. However, it is more critical now than ever, to activate practices which dissipate fear and anxiety. Are you participating in activities that are not evidence based such as social media, cable news and conversations with friends and colleagues that are focused on speculation versus fact?

This is the time to seek out high quality connections with others such as your [Licensing Officer](#), colleagues from Long Term Care and family who are committed to sharing sound information, enacting protective practices, and positivity. To be more accessible to you during these extraordinary times, the Community Care Facilities Licensing program in the Island Health region has temporarily moved to a seven-day model. Yes, we are also adjusting and trying new things, and more importantly, we are doing it with you to protect the health and safety of persons in care.

We will continue to communicate messages, share resources, and provide guidance through email memos, telephone conversations and virtual connections. During this emerging time of uncertainty, we are here facilitate your success operating a licensed facility. In the next couple of weeks, Licensing Officers will be contacting you to conduct an onsite health and safety inspection.

Licensing looks forward to working with you as partners in compliance and supporting the Provincial Health Officer Orders. I can be reached by email at shelley.mcclure@viha.ca or telephone at 250.816.5267 if you have questions or concerns. I look forward to hearing from you. until then, please stay safe and healthy.

Shelley McClure, EdD, MA, CEC, CAM, BGS, ECE

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Staying Informed @ COVID-19

Accessing evidence-based information about COVID-19 is foundational to protecting the health, safety and wellness of yourself and children in your care. There are multiple sites with resources we encourage you to explore and follow:

- [BC Centre for Disease Control COVID –19](http://www.bccdc.ca/health-info/diseases-conditions/covid-19) found at <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- [BC Government Office Provincial Health Officer COVID-19 \(Novel Coronavirus\)](https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus) found at <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>
- [Government of Canada Coronavirus disease \(COVID-19\)](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html) found at <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- [Island Health Covid-19](https://www.islandhealth.ca/learn-about-health/covid-19) found at <https://www.islandhealth.ca/learn-about-health/covid-19>
- [Nurses and Nurse Practitioners of BC COVID Info & Resources](https://portal.nnpbc.com/covid-resources/) found at <https://portal.nnpbc.com/covid-resources/>



**Do you have the COVID-19 App
from the BC Government?**



<https://bc.thrive.health/>



COVID-19 BC Support App and Self-Assessment Tool

Powered by  thrive health



Support App



Self-Assessment Website



Frequently Asked Questions and Answers

Q: Can a staff person not in a Long Term Care site work at multiple sites?

A: The Provincial Health Officer orders dated March 26, 2020, stated that staff working at Long Term Care sites must choose a designated site and provide their contact information to the Province. Other facilities not designated at long term care may also have staff who work at multiple sites. The Island Health Community Care Facilities Licensing program distributed a memo to all facilities not classified as long term care on April 9, 2020, identifying that staff working at multiple community care facilities may pose a risk to the health and safety of persons in care. All Licensed Community Care Facilities are required to create a plan to address the health and safety of persons in care in relation to their emergency planning, infection control, and care policies. Licensing officers will follow up on any complaints related to the health and safety of persons in care during the COVID-19 pandemic.

Q: Is a Foot Care Nurse considered an Essential Service Worker (ESW)?

A: Yes. The Province released a detailed list of vocations which were deemed ESW, which included all health care providers, health service providers, support staff and ancillary services within a healthcare, mental health, or addictions treatment setting. Please visit this link to get the complete list of essential service workers. <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/essential-services-covid-19>

Q: What do I do if a person in care shows symptoms of a respiratory illness?

A: The Community Care Facilities Licensing program will follow their normal reporting procedures for outbreaks at this time, with the exception of one change: 1 case of influenza like illness is reported as an outbreak during the COVID-19 pandemic. Outbreaks are reported to the Communicable Disease program or after hours to the Medical Health Officer on call. You should also submit an incident report to your Licensing Officer when the outbreak is confirmed. Not all persons in care need to be tested, consult with your Most Responsible Person and your physician or 8-1-1 if you need more information about testing.

Q: How does a facility isolate a person in care who does not have the capacity to self-isolate?

A: The facility should plan to support persons in care during these challenging times. More staff persons may be required to remind persons in care to social distance or to redirect persons in care. In some cases the facility may look at their restraint policies as well as the Residential Care Regulation to see if isolating a person in care in their bedroom is appropriate at times. Meals may also be provided in bedrooms and Licensees should review the Residential Care Regulation and their internal policies on tray service for meals. Staggered meal times or other forms of distancing may also be appropriate. The facility should consider their physical space, the population they serve, their staffing pool, and the recommendations by the Provincial Health Officer and the BC Centre for Disease Control when planning isolation for any person in care.

Q: What does a facility do for persons in care going out to the community and then returning?

A: Every facility should have a plan regarding visitors and persons who access the community and then return to the facility including persons in care and staff persons. Long Term Care facilities were advised to restrict visitors to essential visits only on March 17, 2020. All Licensed facilities should develop a plan regarding how to screen visitors, staff, and persons in care for symptoms of COVID-19 and have a plan in place regarding what to do if symptoms are identified. Screening includes passive screening such as signage at the facility and active screening which can include phone screening of potential visitors or on-site screening on arrival. Please see the document regarding screening in Long Term Care facilities for instructions or best practice if you are not a Long Term Care facility: <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/clinical-care/long-term-care-facilities-assisted-living>



HEALTH & SAFETY MATTERS



Health and Safety Plans During Licensing Investigations

By Lisa Grant, Lead of Investigations

The Community Care facilities Licensing program receives complaints from multiple sources; they may come from the facility directly or from the public. When a complaint has been received by Licensing, Licensing is mandated to investigate. During an investigation, the Licensing Officer may request the Licensee submit a Health and Safety Plan. A Health and Safety plan is to ensure the health and safety of persons in care during the investigation process. Section 12(2) of the Residential Care Regulation states: "If requested by a medical health officer, a licensee who is being investigated must provide to the medical health officer a plan to ensure the health and safety of persons in care." Licensing officers cannot direct or mandate specific details from the Licensee to include in the health and safety plan.

Why do I need to submit a Health and Safety Plan?

A Health and Safety Plan is requested by Licensing to ensure that the all the persons in care health and safety is maintained during an investigation. Remember that the plan should be about all persons in care, not specific to one.

Does Licensing have a template for health and safety plans?

Licensing does not have a template for Licensee's or Managers regarding Health and Safety Plans. Licensing has an Information Sheet "Health and Safety Plans" that is a useful tool in developing a plan. The Information sheet can be found on our website <https://www.islandhealth.ca/our-services/community-care-facilities-licensing/resources> or from your Licensing Officer.

After I submit a health and safety plan, is it ok to change it to meet operational requirements?

Licensing approves or denies all health and safety plans. Your Licensing Officer will respond with the following statement if approved: "You are advised that this accepted Health and Safety Plan may not be altered or terminated without prior approval of the Licensing Program. " At times a Health and Safety Plan may be denied for a variety of reasons. Your Licensing officer will provide this to you in writing and request a resubmission typically with by a specific time frame. The Health and Safety Plan is to ensure health and safety of all persons in care, the plan must identify how the Licensee will mitigate the risk to persons in care.

What is the difference between a Health and Safety Plan and a Corrective Action Plan?

A Health and Safety Plan may be requested during an investigation, a Corrective Action Plan is requested by Licensing to respond to substantiated contraventions at the end of the investigation. At the end of the investigation, the Health and Safety Plan can be amended or removed, Licensing will verbally communicate this information as soon as possible, this will allow the facility to return to normal operation and function.

The submission of a Health and Safety Plan represents the Licensee's intent to provide the safest possible care to persons in care during the investigation process.

If you are unsure or require more information, please contact your [Licensing Officer](#).



Change of Manager — What is required?

Did you know...

RCR 8(3) If the manager of a community care facility resigns, or is or expects to be absent for at least 30 consecutive days, the licensee must

- notify a medical health officer, and
- replace the manager, either by hiring a person who, or using a hiring process that, is approved in writing by the medical health officer

RCR 41 (1) A licensee must designate an adult employee to act as manager of the community care facility if the manager is temporarily absent from the facility during the course of the manager's regular duties.

(2) The licensee must designate an employee, qualified by training and experience, to

- (a) supervise employees who provide care to persons in care,
- (b) coordinate and monitor the care of persons in care, and
- (c) manage unusual situations or emergencies.



It is important to note that a manager must not be put in place prior to submission of the required Licensing documentation and approval by the Licensing Program.

So what documentation does the Licensing Program require to change a manager and prior to a manager put in place?

- A completed “Application for a Community Care Facility Licence”. This must be signed by the Licensee or the designated Licensee Contact [in the case of a Society or Corporation, this may be a Board Representative].
- A job description including hours or work, schedule and duties of the new manager.
- Complete a Licensee and Manager Declaration Letter.
- Complete a Licensee and Manager Delegation Letter.
- Further documentation may be requested by Licensing to assess the proposed manager.

When all items have been received, a Licensing Officer will contact the new manager and advise them if further documentation, or an interview, is required. We are unable to complete the change in manager approval until all the required information has been received.

Sharing Information



Please ensure that all information that Licensing sends by email to the facility such as Provincial Health Orders, legislative changes and memos are forwarded to all individuals in the organization who require the information to enable the facility to operate in a manner that promotes the health, safety and dignity of persons in care.

LICENSING OPEN SEVEN DAYS A WEEK

8:30 AM—4:30 PM

Community Care Facilities Licensing Contact Information

South Island

#201-771 Vernon Ave (Gateway Village), Victoria, BC V8X 5A7

PH: 250.519.3401 | FAX: 250.519.3402

Central Island

#29-1925 Bowen Road, Nanaimo BC, V9S 1H1

PH: 250.739.5800 | FAX: 250.740.2675

North Island

#200-1100 Island Highway, Campbell River, BC V9W 8C6

PH: 250.850.2110 | FAX: 250.850.2455

355 – 11th Street, Courtenay, BC V9N 1S4

PH: 250.331.8620 | FAX: 250.331.8596