



## POLICIES AND PROCEDURES RESIDENTIAL CARE

### COMMUNITY CARE FACILITIES LICENSING PROGRAM

Written policies are needed to guide staff and ensure the health and safety of persons in care. Prior to issuing a Licence, Licensees are required to develop a number of written policies set out in the *Community Care and Assisted Living Act* and the Residential Care Regulation (RCR). In addition to meeting the minimum requirements set out in the legislation, Licensees must also develop written policies and procedures to direct staff in meeting the needs of the persons in care and to ensure their health and safety.

Section 85(1)(a) of the Residential Care Regulation states that a Licensee must “have written policies and procedures for the purposes of guiding staff in all matters relating to the care and supervision of persons in care.”

The following policies are required by legislation for all residential facilities and homes:

Required Policies	Legislation
Fall prevention (Long Term Care facilities, and facilities where persons in care are at risk of falls)	RCR Section 85(2)(a)
Orientation of new managers and employees	RCR Section 85(2)(b)
Continuing education of managers and employees	RCR Section 85(2)(c)
Making complaints and dispute resolution process	RCR Section 85(2)(d)
Access to persons in care by non-employees	RCR Section 85(2)(e)
Release of children/youths/vulnerable adults	RCR Section 85(2)(f)
Monitoring of nutrition	RCR Section 85(2)(g)
Monitoring of medication	RCR Section 85(2)(h)
Use of restraints in an emergency	RCR Section 85(2)(i)
Responding to reportable incidents	RCR Section 85(2)(j)
Steps to be taken if person in care leaves without notice (wandering/missing persons protocol)	RCR Section 85(2)(k)
Appropriate manner and schedule of record keeping	RCR Section 85(2)(l)
Policies and procedures established by the Medication Safety Advisory Committee	RCR Section 85(3)
Emergency/disaster plan	RCR Section 51
General facility outbreak prevention and control policies	Director of Licensing Standard of Practice – Immunization in Adult Residential Care Facilities

Some examples of additional policies\* that are recommended to ensure that the facility is meeting the requirements of Section 85(1)(a) of the RCR:

Additional Policies	Legislation
Admission screening for residents	RCR Section 46, 47, 48
Investigation protocol	RCR Section 12, 52, 76
Management of persons in care finances	RCR Section 79
Self-monitoring of the facility	RCR Section 61
Development of care plans	RCR Section 80, 81
Transporting persons in care	RCR Section 85(1)(a)
Responding to minor non-reportable accidents, illnesses, medication errors and other unexpected events	RCR Section 88
Repayment agreement for the facility (if applicable)	Section 19 of the <i>Community Care and Assisted Living Act</i>

\* This list is not comprehensive. Depending on the specific needs of the persons in care, additional policies and procedures may be necessary to ensure their health and safety.

**Victoria**  
201 – 771 Vernon Avenue  
Victoria, BC V8X 5A7  
Ph: 250.519.3401  
Fax: 250.519.3402  
Website: [Community Care Facilities Licensing](#)  
August 2014

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

**Courtenay**  
355 – 11<sup>th</sup> 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