

Message from the Regional Manager

Happy New Year from the Community Care Facilities Licensing Program! With the New Year comes opportunity to refresh and renew our mindset to focus towards a positive, forward pathway.

I would like to take this opportunity to introduce myself. My name is Michelle Dennis and I am the new Regional Manager for the Community Care Facilities Licensing program. I have been with the CCFL program for 14½ years, working as a child care LO, a residential LO and a supervisor. I am excited to step into the role of Regional Manager and to continue to create opportunities for Licensing to connect and support you and strengthen our partnerships.

It is hard to believe that just over a year ago around this time, the first case of COVID was confirmed in Canada. It has been a challenging and exhaustive year. I have continued to be inspired and encouraged to hear of the creative ways our licensed care providers are following Dr. Bonnie Henry's mantra and demonstrating calmness, kindness and safety in our communities. Reflecting on the past 12 months, I am grateful for our licensed community partners who continue to be in service to and provide care for our most vulnerable populations.

While news of the arrival and administration of vaccine is exciting, please continue to remain vigilant and abide by the [Orders](#) of Dr. Bonnie Henry, Provincial Health Officer and the [BC Centre for Disease Control](#). Please review [COVID-19: BC's Immunization Plan](#) for information about the vaccine roll out and timelines.

Licensing will continue to communicate through messages, shared resources, emails and telephone calls. One of the exciting tools we have implemented is the virtual ZOOM platform. This resource allows us to continue to offer Manager sessions, Orientation sessions, and Health and Safety Inspections using a virtual platform. Please contact our offices directly for information on these sessions.

The Licensing team is excited about what the year holds for us all. We look forward to continuing to work collaboratively with you and support your success. Please free to contact [Licensing](#) for any questions you may have.

Sincerely,

Michelle

Michelle Dennis, BSW, MA Ed. | Regional Manager

2021

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Stepping into the New Year

with Courage and Strength



Every day is a new beginning.
Take a deep breath, smile and start again.

Welcome 2021.



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Brightening the Days of Persons in Care

By Alanna Larsen | Residential Care Licensing Officer



Within the settings of child care and residential care, you would anticipate it to be a little quieter at this time than in years past, without the added cheer of volunteers, family, and other visitors. However, these spaces are still abundant with the sights and sounds of meaningful life experiences. Entrance doors are closed for all but exceptional circumstances, and so we feel particularly privileged to enter these spaces to collaborate with Licensees, and to witness the boundless, special and heartfelt efforts that are being made to provide comfort, fun, and normalcy to the daily lives of the children, youth, adults, and elders who are supported.

This pandemic has drawn nationwide and international media attention and awareness to issues facing persons in care, particularly in respect to long-term care, visitation, and concerns for social isolation. It is a time that has required an ongoing, intense and unique commitment from management and frontline staff, while the public levels of both empathy and scrutiny that are being directed towards Licensees is unparalleled. In the early days of the pandemic, Licensees were primarily focused on infection control processes and adapting routines to prevent potential exposure and spread of COVID-19. Now, the sustained nature of the changes to our lives, together with concerns about social isolation, have required everyone to turn the lens back to focus on the social well-being of persons in care.

For a Licensing Officer, this means seeking evidence of ongoing planned programs of physical, social and recreational opportunities, as well as of personal care plans that reflect recreation and leisure planning. For the Licensee, this has provided the opportunity for creativity to meet the needs of persons in care in new, innovative, or unexpected ways.

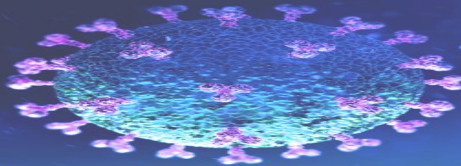


The current abundance of inspirational ideas and supports for persons in care are impressive! Our Island community has been moved both figuratively and literally by entertainers and exercise instructors performing from outside of care homes, where they encourage participation through windows and patios; we have felt comforted to see children continue to have the opportunity to heartily play with one another in child care; we have been impressed at the masterful adoption of technology to support connection and program participation in new ways (e.g. window visits, phone and video recreational programming); and we love the images that have been shared of clever ways of hosting programs at a distance, such as doorway Bingo.



These endeavours are powerful signs that Licensees remain motivated and aligned towards strengthening connection and enhancing well-being during a challenging time, and we thank you wholeheartedly for continuing to ensure that everyone continues to experience fun and play. On our visits, we look forward to hearing more about the resourceful ways that Licensees are providing recreation and leisure opportunities.

COVID-19 Update



Province-wide restrictions



Provincial Health Orders



**BC COVID-19 Restrictions
Extended Indefinitely**
(as of February 5, 2021)



BC Centre for Disease Control

COVID-19 Vaccination Program

[Vaccinations At A Glance](#)

- What is the COVID-19 vaccine?
- Who will get the vaccine?
- Who should not get the vaccine?

[Vaccinations for Covid-19](#)

- How COVID-19 vaccines work
- COVID-19 vaccines authorized for use in Canada
- Reasons to get vaccinated

[BC's Plan for Vaccine Distribution](#)

- Groups that will get vaccinated first
- Transportation, storage and handling in BC
- How to get a COVID-19 vaccine?

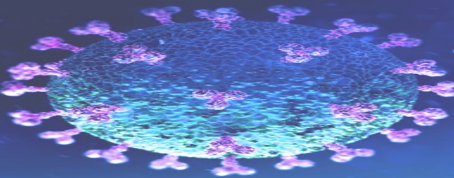
[Vaccine Eligibility](#)

- Populations eligible to receive approved COVID-19 vaccines in BC

[BC's COVID-19 Vaccination Program](#)

- Main website

COVID-19 Update



COVID-19 IN BC

COVID-19: BC's Immunization Plan

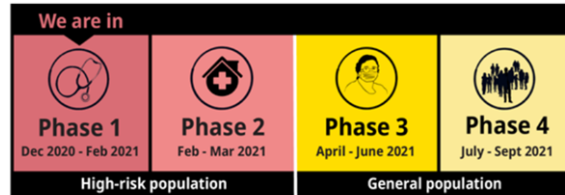
- Prepared for BC Ministry of Health
- January 22, 2021

Stay Informed Via These Resources: gov.bc.ca/COVID-19 | bccdc.ca | 1-888-COVID19

Symptom Self-Assessment: covid19.thrive.health

BRITISH COLUMBIA

BC's COVID-19 Immunization Plan will happen in four phases



Phased Plan

- Four phases* for immunization based on expert advice and guidance from the National Advisory Committee on Immunization, BC's Immunization Committee, and public health leadership committee.
- Based primarily on age, focusing on protecting people most susceptible to severe illness and death from COVID-19.
- Focus of Phase 1 and Phase 2 is protecting those most vulnerable to severe illness first.
- Focus of Phase 3 and 4 is on vaccinating the general public.

COVID-19 Immunization Plan

Phase 1 Dec 2020 to Feb 2021		Phase 2 Feb to Mar 2021		Phase 3 April to June 2021		Phase 4 July to Sept 2021	
High-Risk Population				General Population			
<ul style="list-style-type: none"> Residents, staff, and essential visitors to long-term care and assisted living Individuals assessed for and awaiting long-term care Hospital health care workers who may provide care for COVID-19 patients Remote and isolated Indigenous communities 		<ul style="list-style-type: none"> Seniors aged 80+ who are not yet immunized Indigenous seniors aged 65+, Elders, and additional communities not yet immunized Hospital staff, community GPs and medical specialists not yet immunized Vulnerable populations in select congregated settings Staff in community home support and nursing for seniors 		People aged 79 to 60, in five-year increments: <ul style="list-style-type: none"> 79 to 75 74 to 70 69 to 65 64 to 60 People aged 69 to 16 who are clinically extremely vulnerable 		People aged 59 to 18, in five-year increments: <ul style="list-style-type: none"> 59 to 55 54 to 50 49 to 45 44 to 40 39 to 35 34 to 30 29 to 25 24 to 18 	
Once additional vaccines are approved and become available, people between the ages of 18 and 64 who are front-line essential workers or work in specific workplaces or industries may be included in the later part of Phase 3.							
The timeline for BC's COVID-19 Immunization Plan may change based on vaccine availability. Information last updated: January 22, 2021.							

OUTBREAK

Are You Prepared for an Outbreak?

What You Need to Know

Island Health continues to respond and support Licensee's during this pandemic. With each experience, Licensing has learned from the situation and has been able to apply and implement the gained information to better improve our services.

To ensure your site is prepared to respond to COVID situations, it is important to have a COVID policy in place. Please see below for some important points to consider as you develop your response plan.

Cleaning & Infection Protocols

Extra cleaning of the facility will be required.

- How will your cleaning protocols change in the event of an outbreak?
- Does your facility have additional cleaning staff?
- Does your facility have written protocols in place for cleaning of high touch surfaces in the event of an outbreak?
- Does your frequency of hand hygiene increase?
- Will your staff be wearing personal protective equipment (PPE) [masks]?
- Have staff been trained on donning and doffing of PPE?
- Is your facility being used by other organizations? If your facility is a shared space you are required to ensure cleaning protocols have been completed.

Staffing & Cohorts

If you have a large facility, in the event of an outbreak, only the affected programs may be isolated.

- Does your site have the ability to; meet child to staff ratios if additional staff are off, isolate different groups of children from one another; and operate on an amended schedule?
- Do you have an emergency procedure regarding absent staff?
- Have staff trained on proper hand hygiene, donning and doffing PPE and the facility's COVID safety plan?

Breaks

Staff break rooms have been identified as areas with high rates of transmission for COVID-19.

- Do you have the ability to keep staff from different programs separated during break times?
- How is the facility ensuring social distancing during breaks?

OUTBREAK

Are You Prepared for an Outbreak?

What You Need to Know, *continued...*

Current Children in Care Information

- Ensure all information for all children in care is up to date and accessible.
- Do you have current contact information for all children in care?
- Do you have email addresses for all parents/guardians to be able to send email blasts?

Current Staff Information

- Do you have current contact information for all staff?

In the event of an outbreak it can take time to collect staff information, if an outbreak is declared guidance from the Medical Health Officer (MHO) could mean; swabs could be ordered to be done very quickly. Having information including name, date of birth and personal health number ready in the event that Public Health comes into the site to conduct testing allows for a smoother and more proficient process.

Reliable Resources

Infection Prevention and Control (IPAC) resources for care facilities including precaution signs, hand hygiene, additional precautions and infectious diseases can also be found on Island Health's website at <https://www.islandhealth.ca/learn-about-health/infection-prevention-control-ipac/ipac-resources>

Hard-surface disinfectants and hand sanitizers (COVID-19): List of disinfectants with evidence for use against COVID-19: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>

BC CDC Centre for Disease Control - Childcare
http://www.bccdc.ca/Health-Info-Site/Documents/COVID_public_guidance/Guidance_Child_Care.pdf

~ Confidence comes from being prepared ~

~ John Wooden

By Jenna Boehm, Regional Licensing Coordinator | Candy Anderberg, Regional Senior Licensing Officer | Glynnis Schwan, Regional Senior Licensing Officer | Catherine Ellis, Regional Senior Licensing Officer



Bell Let's Talk Day

was on **January 28, 2021**

Let's keep the conversation going and take the time to listen to a loved one, or encourage a friend to ask for help.

Bell Let's Talk Day provides an opportunity for all voices to be heard. When it comes to mental health, now more than ever, every action counts.

Learn about the tools available to help create positive change at <https://letstalk.bell.ca/en/toolkit>

Keep the conversation going...



Island Health COVID-19 Testing Centre

Available for individuals experiencing symptoms of COVID-19.

Call Centre Hours

**Monday - Sunday
8:30am - 8pm
1-844-901-8442**



BC COVID-19 Support App

Stay informed with the COVID-19 Support App where health and safety recommendations are personalized and based on your own risk factors. Download it from the Google or Apple app stores to receive timely updates with important news and alerts from BC's Ministry of Health. Recommendations and content are automatically updated based on the latest BC COVID-19 guidelines.



Lead in Water Testing - Now Required - for Licensed Child Care Facilities

During the spring of 2020, Island Health participated in a project directed by the Ministry of Health and Provincial Health Officer to test lead levels in the drinking water of all licensed child care facilities.

Section 48(5) of the Child Care Licensing Regulation requires a Licensee to ensure that safe drinking water is available to children. Lead in water testing is now required for:

- **New Child Care Applications for a Community Care Facilities Licence:**
 - ◇ New Applicants must conduct an initial water quality test for lead in order to receive a Community Care Facilities licence and complete regular lead testing as directed by the Community Care Facilities Licensing Program.
- **Child Care Applications currently in process with the Community Care Facilities Licence program:**
 - ◇ Child Care applications in process must conduct an initial water quality test for lead and complete regular lead testing as directed by the Community Care Facilities Licensing Program.
- **Child Care facilities that are licensed and have not had their drinking water tested for lead:**
 - ◇ Licensed child care facilities that have not had their water tested must conduct an initial water quality test for lead and complete regular lead testing as directed by the Community Care Facilities Licensing Program.

To conduct testing at your facility, please contact Bureau Veritas (BV) Labs at customersolution-swest@bvlabs.com to ensure that the directions for testing stagnant and flush water testing are followed closely. Applicants/Licensees will collect two water samples from at least one tap: a stagnant sample and a flush sample.

Upon Applicants/Licensees receipt of the facility's lead in water test results from Bureau Veritas (BV) Labs, Applicants/Licensees are to please submit a copy of the facility's lead in water test results to their Licensing Officer for review.

Licensing will review lead in water test results with the Applicants/Licensees. Any test results that exceed .005 mg/L in lead will require a corrective action plan detailing how Applicants/Licensees will address the unacceptable concentration of lead in the facility's drinking water.

To assist Applicants/Licensees to test their drinking water for lead, please see the following information sheets:

- [Infosheet: Lead in Water](#); and
- [Infosheet: Water Sample Directions](#).

If you need assistance in understanding and interpreting test results, please contact Bureau Veritas (BV) Labs. If you have questions regarding options to reduce lead levels, please contact your Licensing Officer.



Incident Reporting

By: Lois Stiven and Amy Laughren
Child Care Licensing Officers

What are Reportable Incidents?

- A reportable incident is any events that occur to children, while in care, or to the facility, that require outside intervention (e.g. medical intervention, transfer to hospital, temporary closure of the facility – power outage). Please refer to Schedule H of the Child Care Licensing Regulation (CCLR) for other reportable incidents. https://www.bclaws.ca/civix/document/id/complete/statreg/332_2007

Why Must Licensees Report Incidents?

- Incidents must be reported to Licensing within 24 hours to assist in prevention or recurrence, promotion of high standard of care and safety and compliance with the *Community Care and Assisted Living Act* (CCALA) and (CCLR).

Notification

- Section 55(1)(a)(b) of the CCLR states that the Licensee must immediately notify the parent or emergency contact if, while under the care or supervision of the Licensee, the child becomes ill or injured or is involved in, or may have been involved in, an incident described in Schedule H.
- Section 55(2) of the CCLR states that the Licensee must notify Licensing within 24 hours after a child is involved in, or may have been involved in a reportable incident. This could be via phone, email or fax. If an incident occurs on a Friday evening, email, or leave your Licensing Officer a voicemail, as these are time stamped. Reports of abuse or neglect should be reported directly to a Licensing Officer.

Incident Reporting Process

- After a reportable incident occurs, a facility staff member is to complete an Electronic Incident Report and submit electronically to Licensing.
- All relevant information is to be completed in full, including names, dates and details. Please ensure the information is accurate.
- If the submit button is not selected after completion of the incident report, it will not be submitted to Licensing.
- If unable to submit an Electronic Incident Report, a paper copy can be submitted to Licensing. This could be faxed or scanned.
- Do not complete the shaded sections (they are for used by Licensing) on the paper incident report.
- If you have carbon copy paper forms, after completion, sign where indicated, send WHITE copy to your Licensing Officer and keep additional copies for your records.

How to Submit an Electronic Incident Report

- To use the Electronic Incident Reporting form to report a Reportable Incident, open the Community Care Facilities Licensing webpage at <https://www.islandhealth.ca/our-services/community-care-facilities-licensing/incident-reporting>
- Under the heading, “Submit a reportable incident”, you will find access to the electronic incident reporting forms and info sheets to guide you through the process.

Will Reporting Incidents Affect my Risk Rating?

- If incidents are reported appropriately, no matter the number, then it may not affect your risk rating. Licensing looks for incidents to be reported within 24 hours, type of incident, follow up information provided, parent notification and if it is a reoccurring issue. Any additional follow up required should be completed in a timely manner.

What is a Non-Reportable Incident?

- Minor accidents or illnesses involving persons in care that do not require medical attention, and do not fall under the definition of a reportable incident. Licensees are required to maintain a daily log of non-reportable incidents, or a minor incident log book, which includes a description of minor accidents & illnesses; documentation of contact made or discussions with parents; other unexpected events involving children that; did not require medical attention, & were not reportable incidents (Schedule H).

If you have any questions or require assistance with this process, please contact your Licensing Officer.



INFORMATION SESSIONS FAMILY CHILD CARE

**VIRTUAL
INFORMATION
SESSIONS**

Community Care Facilities Licensing offers free information sessions for individuals who are interested to learn about how to start up a family child care on Vancouver Island.

Saturdays 9:30-am-12:00pm Zoom		
January 23	February 27	March 27
April 24	May 15	June 26
July 24	August 28	September 25
October 23	November 27	December 18

Information sessions will be presented by a Child Care Licensing Officer to a minimum of five participants. For more information or to register for an information session, please call the Community Care Facilities Licensing Program at 250-739-5800 and identify the information session date that you are interested to attend.

Validation of Early Childhood Certificate

By Krista Merriman | Child Care Licensing Officer

Child Care Licensing Regulation Section 19:

- (4) A licensee must not employ a person in a community care facility as
- (a) an educator or an assistant unless the person holds a certificate issued under Division 2 [*Employee Qualifications*], which must be verified by the licensee using a system established and maintained by the director of the early childhood educator registry

In the summer of 2016, an amendment was made to Section 19 of the Child Care Licensing Regulation which required the Licensee to validate the certificates for an educator (Early Childhood Educator, Infant Toddler Educators and Special Needs Educators) and an assistant (Early Childhood Educator Assistant). This new requirement was added to reduce the use of fraudulent credentials (Government of British Columbia, 2016).

How to Validate a Certificate

- The online validation service can be accessed at https://earlychildhoodeducator.gov.bc.ca/Public/CertAndRenewal/Certificate_Validation.aspx.
- The certificate validation service will need the certificate holder's last name, the certificate registration number, and the expiry date. "The validation will confirm the status of a certificate – whether active, expired, suspended, cancelled or with attached terms and conditions. Any terms and conditions will also be listed in full" (Government of British Columbia, 2016).
- Once completed the validation of the certificate, print off a copy of the results and add to the staff file.
- During an inspection, the Licensing Officer will review staff files to ensure that required documents are kept.
- A validation of the certificate must be completed to confirm reissuance or status of a certificate after expiry and be added to the staff file.



JANUARY

Alzheimer's Awareness Month

Bell Let's Talk Day
January 28, 2021

National Non-Smoking Week
January 17-23, 2021

FEBRUARY

National Heart Month

Family Day
February 15, 2021

Pink Shirt Day
February 26, 2021

MARCH

Nutrition Month

APRIL

National Oral Health Month

Good Friday | **Easter Monday**
April 2, 2021 | April 5, 2021

World Health Day
April 7, 2021

2021



FREQUENTLY ASKED QUESTIONS

Q: If a child becomes ill, injured, or involved in a Reportable Incident, when is the parent contacted?

A: Child Care Regulation 55 (1) (a) (b) states “immediately” which would indicate that

- ◇ If the injury was one that required emergency treatment, parent notification would be after the child is attended to, 911 is called, other children are safe, and any backup help is called.
- ◇ If a child becomes ill, once the child is isolated the parent is contacted immediately to pick up the child for the comfort of the child, and to allow the caregiver to be able to provide care to the other children
- ◇ If the injury is a minor injury, then the parent is called, texted, emailed, etc. with the information on the event provided to the parent. The reason for it to be immediate is that although the caregiver provides care and supervision to children, they do not make decisions on the child’s health in relation to whether a child needs further medical treatment. An example would be where a child bumps heads with another child. The event might look minor to the caregiver, but the parent might be aware that on the weekend, the child hit their head while out playing. Therefore, what appears to be minor might be more serious such as a concussion.
- ◇ The notification of the parent is required to be documented in the minor log or incident report (if Reportable) with the time so when Licensing is reviewing the event they can determine that the parent was notified, “immediately”.

Q: What if a parent does not come to pick up the child after being advised by the caregiver of an injury or illness?

A: The caregiver is required to continue to provide care to the injured/ill child, monitoring the child’s condition. If the child’s health deteriorates then the caregiver would be calling 911. If a parent cannot be contacted, or has not picked up their child in a reasonable amount of time, staff/licensees are to contact the child’s Emergency Contacts, until the child is picked up from care. Caregivers should have language in the parent contract that stresses the need of a parent or a person designated by the parent to pick up the child and the consequences of not coming to get their child.

Q: Why is it important to notify a parent of any injuries, even slight, to a child’s head.

A: Concussions in children can look like other illnesses such as the flu. If the symptoms such as tiredness, vomiting, etc. occur when the child has gone home, and the parent is not aware of the head injury, the parent might treat the child with flu medication which could result in serious consequences. Therefore, the parent having the information regarding a head injury, even bumping heads with another child, provides them with the ability to seek medical attention if any symptoms appear.

Q: What does notification of Licensing regarding Reportable Incident mean?

A: Child Care Licensing Regulation 55(2) (a) requires that Licensing be notified with 24 hours. Caregivers can call or send an email as the initial notification to Licensing. This information can then be reviewed by the Licensing Officer to determine the next steps in the process. Depending on the event, a Licensing Officer may decide to make an Incident Inspection, request the caregiver to submit an online Incident Report, or may advise the caregiver that the event is not reportable and would go into the minor log.

Q: If I am just in my outdoor play area, and not on a field trip, do I need to have my first aid kit with me?

A: Child Care Licensing Regulation 23(2) states that first aid kits are “readily accessible” to a caregiver. Therefore the first aid kit should be close enough to the caregiver to access. This would also include a phone. If a child becomes seriously injured, a caregiver should not be leaving the child to go into their building leaving the child and other children unsupervised. Sending another child to get it is not acceptable. The first aid kit should contain first aid supplies and children’s emergency cards, with photo. This information would be provided to emergency personnel when they arrive, so that this information can accompany the child for emergency treatment.

By Stephen Morgan, Denise Ouellet & Elizabeth Mackay
Child Care Licensing Officers



WORD SEARCH

The current COVID-19 situation puts extra pressures on mental health due to lack of connection and physically distancing for ourselves and those we serve. Since researchers find that “single tasking” eliminates stress on the frontal lobe, we wanted to offer you a focused Word Search on key terms associated with Bell Let’s Talk Day and Pink Shirt Day.

Consider what these terms mean to you while emphasizing mental health at your sites by clicking on the links below to access resources and events.

Q F M W N M X P B P Y C C B F
L T E N R E A W A R E N E S S
Y J H S Y E H Z R N O H L X K
F V A R N T H F G M T B H X Z
H H B M I S W N T S E L R A Y
N H T L A E H L A T N E M T L
I O A A X F F S D M B J I O I
T I I T L L A A E U W N A W F
X R X T U E T T L L U Z T P E
J E O Q C S Y L P M F A V L S
Z E L P S E Y M M I N C D F P
F W K W P I N O D P V B A P A
K D B B N U C N W O T W C R N
T L P G Y C S E O R I O B F E
S S E N D N I K M C B Y Q Z M

**AWARENESS, BULLYING, COMMUNITY, CONNECTION, KINDNESS, LIFESPAN,
MENTALHEALTH, SELFCARESELFEESTEEM, SELFEESTEEM, SUPPORT**

[Bell Let’s Talk Day - January 29, 2021](#) - [Pink Shirt Day—February 26, 2021](#)

By Sue Green & Jaclyn McColl | Residential Care Licensing Offices



CONTACT US

LICENSING OPEN SIX DAYS A WEEK

Monday - Friday | 7:00 am - 5:00 pm

Saturday 8:30-4:30pm

Community Care Facilities Licensing

South Island (Gateway Village)

#201-771 Vernon Ave.
 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

2041 Tzouhalem Road,
 Duncan, BC V9L 5L6
 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

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

<https://www.islandhealth.ca/our-services/community-care-facilities-licensing>

