

LICENSING CONNECT

Community Care Facilities Licensing | Residential Care

November 2023



Message from the Regional Supervisor

Most Licensees are familiar with the Routine Inspection process where a Licensing Officer visits a facility with checklist in hand and completes an audit. During the pandemic a number of remote options were implemented to keep in contact with Licensees such as ZOOM meetings, phone calls and emails.

Another type of inspection Licensees are likely familiar with are Non Visit Follow Up Inspections. This type of inspection was used when a Licensee could submit evidence of a corrected violation by email, fax, or other remote option. The Licensing Officer would verify the evidence submitted, correct the violation, and send a Non Visit Follow Up Inspection report to the Licensee via mail.

In 2024, Island Health's Licensing Officers will continue to conduct in person Routine Inspections and will move to conducting more in person Follow Up Inspections. A Licensing Officer may conduct an in person Follow Up Inspection to correct violations, provide education, connect a Licensee with resources, review programming, follow up on implemented practices related to corrective action, provide updates, and more. The Licensing Program's goal of visiting facilities more often is to be a support for Licensees.

Moving forward the Licensing program will reduce the number of Non Visit Follow Up Inspections and increase the number of in person Follow Up Inspections of facilities.

Island Health's Community Care Facilities Licensing Program would like to acknowledge Licensees, Managers, and all the staff for providing valuable services to communities within the Health Authority. The Licensing Program looks forward to connecting with you in the near future. If you have any questions, please contact your Licensing Officer.

Joel Verbruggen, MPH, BSc. | Regional Supervisor



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Tips for General Oral Health

By Island Health, Public Health's Dental Team



WHO WE ARE

Island Health Dental team consists of dental hygienists across the Health Authority who are dedicated to improving the oral and overall health of individuals with complex health care needs on Vancouver Island. They offer information and training sessions for other health care providers including Health Care Aides, Nurses, Allied Health Care professionals and group home teams.

A healthy mouth is essential for overall health for everyone, and is especially important for individuals with complex health care needs. Effective daily mouth care helps remove mouth bacteria and decreases the risk of tooth decay, gum disease, and other health risks such as aspiration pneumonia. Equally important is establishing the individual's relationship with a dental professional.

Section 54 (3) of the Residential Care Regulation states that "a licensee must: encourage persons in care to be examined by a dental health care professional at least once every year".

Some individuals may face challenges in receiving care in a community dental office setting and specialized care planning for sedation or general anesthetic may be necessary.

Whenever possible treatment within a traditional dental office is encouraged and should include consideration and planning for the individual's unique needs and capacity.

When planning dental care for persons in care, considerations may include:

- Ensuring Dental and Dental Hygiene appointments are regularly scheduled.
- Preparing a list of questions ahead of time for the appointment.
- Ensuring expectations and preparation for sedation is provided (if prescribed by dental or medical professional).
- Accommodations and planning to support for persons with dysphasia.

BOOK NOW



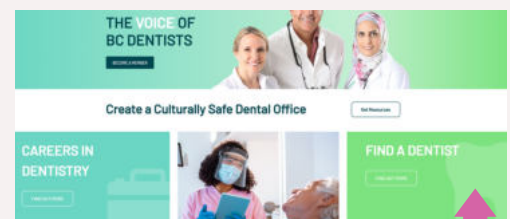
Tips for Booking Dental & Dental Hygiene Appointments

Find a Dental Office

- Go to the **BC Dental Association** website and click on the "Find a Dentist" tab.

Accessibility

- Ask the dental office about their building accessibility (e.g. stairs or elevator).
- Inquire if the space can accommodate wheel chairs in the clinic room.
- Inform the dental office if the individual cannot transfer to the dental chair and requires treatment to be done in their wheelchair.



Time of day

- Book at a time of day when the individual often exhibits their highest level of tolerance and cooperation.
- If shorter appointments are more successful, ask the dental office if the treatment can be split over a few appointments.

Click Here!

Dental Insurance

- The dental plan provided by the Ministry of Social Development and Poverty reduction often does not cover 100% of the cost of the dental treatment.
- Ask the dental office for an estimate of the fees that are not covered by the Ministry coverage and make arrangements for payment prior to appointment.
- Any decisions/consent for dental care must be made by the individual and/or their guardian/decision maker.

Transportation

- Arrange for transportation and additional caregiver support if needed.



At the Dental or Dental Hygiene Appointment

Provide information about current medications, allergies, medical conditions, how the individual communicates (e.g. sign language, electronic device), anxieties or behaviors that may impact the appointment, and name and contact information of the Substitute Decision Maker (if the individual cannot give consent for their own healthcare)

Caregivers may have to accompany the individual into the clinic room and remain there during the treatment to support communication.

Sedation During Appointments

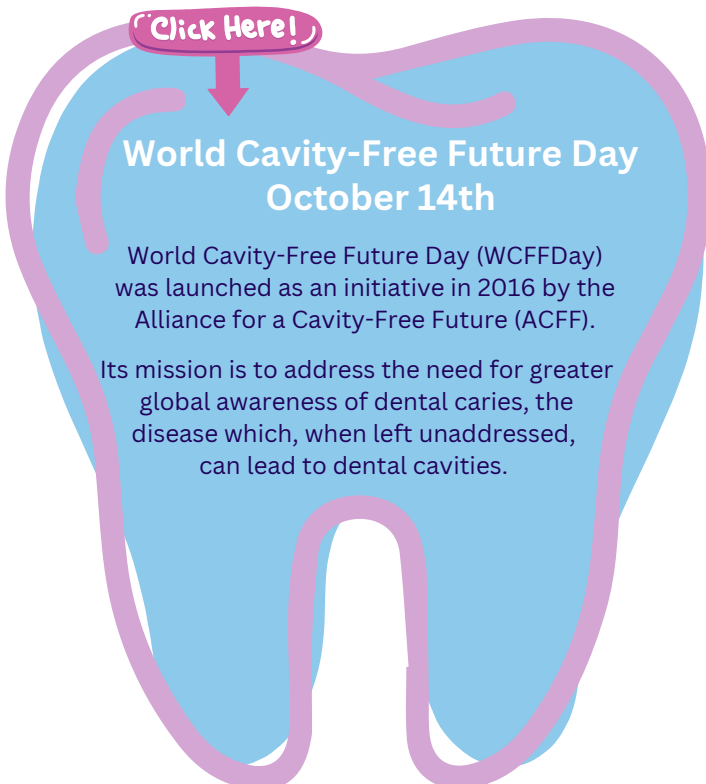
Some individuals require sedation when attending dental appointments.

Types of sedation may include:

- oral (sedative is taken in a pill form before appointment, individual is awake).
- nitrous oxide (gas is administered through a mask over face, individual is awake).
- IV/conscious (sedative is administered intravenously, individual goes into a sleep like state).
- general anesthetic (done in the hospital or a private clinic, individual is unconscious).

Ask for an estimate before booking an appointment, as some sedation fees are not covered by the dental insurance plan.

For further information please connect with your local Public Health Unit Dental Program.





Exemption Process

Ashley Minifie | Child Care Licensing Officer

Licensed facilities may request an exemption from meeting the requirements of specific sections of the *Community Care and Assisted Living Act (CCALA)*, Child Care Licensing Regulation (CCLR), Residential Care Regulation (RCR). The *CCALA* and Regulations are the minimum standards to be met to ensure the health and safety of persons in care in licensed community care facilities. Requesting an exemption is asking to operate below the minimum standards.

The *CCALA* only allows exemptions to be approved if there is no increased risk to the health and safety of persons in care.

For some sections of the Regulations, the Medical Health Officers are the decision makers regarding exemptions. The Medical Health Officers also have delegated their decision making authority for other sections of the Regulations to either the Regional Supervisor, the Regional Senior Licensing Officer, or the Licensing Officer.

Exemption requests must be submitted to the Licensing Officer in writing. There is no specific form to complete; however, your Licensing Officer can provide a checklist of what is required to be included in the request.

Submissions should allow sufficient time for Licensing to process your request for an exemption as Licensing Officers are required to prioritize their workload according to risk. Licensees must remain in compliance with the requirements of the legislation until they receive approval of their exemption request. For example; if you are aware an exemption will be required in one month, submit your exemption request to your Licensing Officer as soon as possible to allow sufficient time for the review process.

Providing exemption requests to Licensing Officers the week of or the day before it is required does not provide sufficient time for review of the request to ensure there is no increased risk to the health and safety of persons in care.

Additionally, exemptions are specific to the facility location, current Licensee and person named in the request only. If you are applying for an exemption for more than one facility or person, you will need to submit multiple exemption requests specific to the person and site to your Licensing Officer.

Licensing's Infosheet "What is an Exemption" is available on Island Health's Community Care Facilities Licensing website.

If you have additional questions about exemptions and the process to request, please contact your Licensing Officer directly.





Harvest Word Search

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



ACORN
 APPLE
 BIRD MIGRATION
 BLOWING LEAVES
 BLUSTERY DAY
 CANNING
 CHESTNUTS
 CHILLY
 COLD
 CROPS

EQUINOX
 FALL
 FARMING
 FEAST
 FROST
 HALLOWEEN
 HARVEST
 HAYSTACK
 HICKORY NUTS

LONGER NIGHTS
 NOVEMBER
 OCTOBER
 ORANGE LEAVES
 PIE
 PUMPKIN
 RAKE
 RED LEAVES
 SCARECROW
 SCHOOL

SEASON
 SEPTEMBER
 SHORTER DAYS
 SQUASH
 SWEET POTATOES
 THANKSGIVING
 TURKEY
 WINDY
 YELLOW LEAVES



EXCITING NEWS

The Province of British Columbia made a proclamation declaring October 17th as Community Care Facilities Licensing Officer Day!

Click Here!

In British Columbia, there is legislation which protects vulnerable children, youth, and adults who attend or reside in licensed community care facilities. Medical Health Officers delegate legislated duties in the **Community Care and Assisted Living Act** and associated regulations to Community Care Facilities Licensing Officers.

Community Care Facilities Licensing Officer Day raises awareness of the hard work, dedication and resilience of all Licensing Officers in British Columbia to protect and promote the health and safety of children, youth and adults in child care and residential care facilities.



Remembrance Day
November 11th

Lest We Forget

LO CORNER

Jude Billard

Residential Care Licensing Officer

What is your favourite part about being a Licensing Officer?

My favourite part about being a Licensing Officer is meeting new people all the time and hearing their stories. I really enjoy seeing the efforts put into providing quality care, and seeing the smiling faces of happy persons in care.

My job is always interesting and I feel that my role makes a difference in the lives of persons in care, as well as the staff that serve them.

As a registered social worker, it is the social aspect of licensing that appealed to me most and I hope will keep me in this role until my retirement.



CONTACT US
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