

LICENSING'S LATEST RESIDENTIAL CARE NEWSLETTER



Community Care Facilities Licensing

Fall 2018

Storage of Records for Persons in Care

To ensure the health and safety of persons in care, there are requirements for *how* and *where* records for persons in care are stored. Records for individuals in care must be kept in one place in a facility and they must be accessible to all of the employees who require the information to perform their duties.

Licensing officers may observe for example, that the recreation/leisure plans have been locked in a coordinator's office and are not available to the recreation staff or other staff who need the information. **Section 91(2) of the Residential Care Regulation** requires that all of a person in care's admission information, identifiers, medication records and consents; care plan information including medications, behavioral interventions, restraint protocols, oral health care plan, nutrition plan and recreation /leisure plan be **kept in one place and available to all of the staff who need that information.**

Section 91(3) of the Residential Care Regulation requires that records for a person in care are accessible only to the employees who require it. **Where are the records stored in the facility How accessible are they to the employees who need them?**



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Notifying Licensing of Manager Absence

If the Manager of a Residential Care Facility resigns or is expected to be absent for at least 30 consecutive days, the Licensee must notify Licensing in advance and complete the change of manager process. (RCR 8(3)(a)(b)). Contact your Licensing Officer for further information.



Incident Reporting Outside of Licensing Hours

Did you know...

A licensee must notify the medical health officer **immediately** after a resident is involved in, or may have been involved in a reportable incident described in Schedule D of the Residential Care Regulation (RCR 77(2) (c)).



Notification can be done by:

- (a) Phoning your Licensing Officer directly and leaving a message;
- (b) Phoning the general Licensing line and leaving a message;
- (c) Faxing a partially completed incident report to your Licensing Officer; or
- (d) Sending an email to your Licensing Officer.

Please note that if you are reporting an allegation of abuse or neglect and your Licensing Officer is not available, please press 0 and ask the Office Administrator to redirect your call to another Licensing Officer.

Island Health
Community
Care Facilities
Licensing
Program
protects and
promotes the
health, safety
and
well-being of
vulnerable
persons in
licensed care
facilities.

We do this
through
education,
collaboration
and
regulation.



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Update on the Risk Assessment Tool

The Community Care Facilities Licensing Program in Island Health uses a provincial tool used to conduct risk assessments of facilities. A risk assessment is required due to non-compliance posing a risk to persons in care at a facility.

The Risk Assessment Tool is scored out of 40 and will determine the facilities overall risk rating. A facility is categorized as being:

- ⇒ **High Risk** if the score is between 21 and 40. Inspections will occur at least once every 6 months.
- ⇒ **Medium Risk** if the score is between 14 and 20. Inspections will occur at least every 9 months.
- ⇒ **Low Risk** if the score is between 1 and 13. Inspections will occur at least every 12 months

For more information about your risk assessment please contact your licensing officer.



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Food Preferences and Cultural Consideration: Menu Planning

By Marianne Bloudoff, Registered Dietitian and Residential Care Licensing Officer

Planning an appropriate menu for your facility – large or small – can be a big endeavour, and one with great rewards. There are many things to consider when planning breakfast, lunch, dinner, and snacks for 4 weeks, such as variety, budget, taste, and availability. It is equally important to consider the individual preferences and backgrounds of the persons in care at your facility. Section 62(2)(c)(ii) of the Residential Care Regulations states: “A licensee must ensure that each menu provides...a variety of foods, taking into consideration...the food preferences and cultural background of the persons in care.” (Queen’s Printer, 2009).

Why does it matter? Food plays an important role in the daily lives of persons in care. It provides fuel for their daily activities, aids in recovery from illness, and can be a key component of managing chronic diseases. Food is a source of enjoyment and pleasure, facilitates social interactions, and acts as a connection to one’s identity and culture. And it is something that happens at three meals and two snacks each and every day.

Actively engaging persons in care in the development of your facility’s menu can improve their food intake and nutritional status, as well as increase their overall satisfaction with their care and the facility. The Residential Care Regulations, Section 65(1) states “A licensee must encourage persons in care to participate in menu planning, meal preparation, food service and related activities as far as is reasonably practical, or as required by a person in care’s nutrition plan” (Queen’s Printer, 2009)

There are many ways to engage persons in care in menu planning, and to incorporate their preferences and cultural needs, such as:

- Ask individuals what they like, through simple conversation, surveys, or food councils. Connect with family members or representatives for those who cannot express this for themselves. They may also be able to provide recipes.

Food Preferences and Cultural Consideration: Menu Planning Cont.

- Find out what special events or cultural holidays are important to the persons in care in your facility, such as Lunar New Year, National Indigenous People's Day, Cinco de Mayo, or Diwali. Celebrate these days with themed meals.
- Schedule in a regular "Resident's Choice" day into your menu rotation, and incorporate suggestions from the persons in care.
- In smaller facilities or group homes, consider letting the person in care choose a favourite meal for their birthday celebration.

Remember to make menu planning with persons in care a regular process. The make up of persons in care at your facility will change over time, and as new generations move into care, they bring with them different preferences and cultures. Start with small changes, and see how they are received. You might just find some new favourites for all persons in care at your facility.

Looking for more information? Check out the following document from Dietitians of Canada – Best Practices for Nutrition, Food Service and Dining in Long Term Care Homes: <https://www.dietitians.ca/Downloads/Public/2013-Best-Practices-for-Nutrition,-Food-Service-an.aspx>

Professional Development Opportunities

1. Anaphylaxis in a Child Care Settings

Allergy Aware is providing a free online course that takes 30 minutes to help you keep children in care safe. Check out their Resources tab for a valuable downloadable anaphylaxis care plan template tool, flyers and other information to better understand anaphylaxis and help keep people at risk safe.

<http://www.allergyaware.ca/>

2. Managing Food Allergies and Anaphylaxis

Food Allergy Canada educates, supports and advocates for the needs of people living with food allergies and the risk of anaphylaxis. They also support and participate in food allergy research. They have a number of webinars available for you to learn more about managing food allergies and anaphylaxis.

<http://www.foodallergycanada.ca/>

3. Self-guided Professional Development Resources for Early Learning Educators

From the Ministry of Education and Training, a web page full of opportunities for self-guided learning, including webcasts, videos and reading material.

<https://www2.gov.bc.ca/gov/content/education-training/early-learning/teach/training-and-professional-development/self-guided>

Sharing Information



Please ensure that all information that Licensing sends via email to the facility contact such as, legislative changes and updates, newsletters, and updates. are forwarded onto all individuals in the organization that requires this information in order to operate the facility in a manner that promotes the health safety and dignity of persons in care.



GET IN TOUCH

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 Offices

#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

South Island Orientation and/or Manager Sessions

For information regarding the Residential Care Licensing Information Sessions or the Manager Information Sessions for prospective and new managers , please contact 250.519.3401 to inquire and register.

Central and North Island Orientation and/or Sessions

For information regarding the Residential Care Licensing Information Sessions or the Manager Information Sessions for prospective and new managers please contact 250-739-5800 to inquire and register.