



CORRECTIVE ACTION PLANS AFTER INVESTIGATIONS

COMMUNITY CARE FACILITIES LICENSING PROGRAM

A **Corrective Action Plan** is a written plan of action developed by a Licensee when an investigation results in contravention(s) to the *Community Care and Assisted Living Act*, Child Care Licensing Regulation, or Residential Care Regulation. The Corrective Action Plan must address each item of contravention that was identified at the conclusion of the investigation.

When is a Corrective Action Plan Requested?

- A Corrective Action Plan is requested when a Licensing investigation determines non-compliance to a section of legislation.
- A Corrective Action Plan is a mutually agreed action(s) with the Licensee to address any contraventions to the legislation following an investigation.
- A Corrective Action Plan must include specific information to demonstrate steps taken by the Licensee to mitigate the concern and confirmation that the Corrective Action Plan has been implemented and/or completed.
- If more information is required, Licensing will notify the Licensee that the Corrective Action Plan was insufficient and identify what additional information or areas are required to be addressed specific to the areas of non-compliance determined in the investigation.
- The Corrective Action Plan is monitored by Licensing to ensure compliance has been achieved and sustained, and part of the facility's operations after the investigation has been concluded.
 - Licensing will follow up with the Licensee to confirm that the actions outlined in the Corrective Action Plan have been completed.
 - Follow up of the Corrective Action Plan may be conducted by Licensing through a Routine Inspection, Routine Follow Up Inspection or a Complaint Follow Up Inspection.

Considerations for Developing a Corrective Action Plan:

The Corrective Action Plan that the Licensee develops is specific to and addresses the contravention(s) to the legislation that are identified by Licensing at the conclusion of the investigation.

The Corrective Action Plan is developed by the Licensee.

The Licensee may consider using SMART Goals to support the development of a Corrective Action Plan.

- **Specific** – The Corrective Action Plan should address the contravention(s) identified at the conclusion of the investigation.
- **Measurable** – The Corrective Action Plan should capture change through reasonable and measurable actions. How the Licensee will know the change has been achieved and how this information will be provided to Licensing.
- **Attainable** – The Corrective Action Plan should contain information demonstrating how the Licensee is able to reasonably monitor and accomplish the goal in a prescribed time frame.
 - For example, "*Performance Reviews for all 50 staff will be completed within three months as opposed to three weeks*".
- **Realistic** – The Corrective Action Plan should be developed and assigned to individuals who have the responsibility to initiate change, processes and policies and education, and have the authority, time and resources to meet the objectives of the Corrective Action Plan.

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

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

Courtenay
355 – 11th 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



CORRECTIVE ACTION PLANS AFTER INVESTIGATIONS

COMMUNITY CARE FACILITIES LICENSING PROGRAM

- **Timely** – The Licensee should consider a time frame that is reasonable for implementation and/or completion of the Corrective Action Plan to achieve compliance with the areas of non-compliance and continue to promote the health and safety of persons in care.

When developing a Corrective Action Plan, it is important for the Licensee to ask themselves the following questions:

- Who is the plan being developed for? Why is a plan needed? Identify those who may require support or training and outline how this need will be met.
- What needs to happen to ensure that these incidents do not occur again? How do you ensure to maintain the health and safety of persons in care?
- Where does the plan apply? Be specific.
- How much time is needed to implement the necessary corrective action? Provide the anticipated start and completion dates for the Corrective Action Plan. Consider if it is a wide spread issue or an isolated issue?
- How is the Corrective Action Plan going to be carried out? Who is responsible?
- Is the finding related to a gap in processes? How can this gap be addressed or mitigated?

Monitoring the Corrective Action Plan:

A Corrective Action Plan is a mutually agreed on action by the Licensee and Licensing to address contraventions to the regulations. An accepted Corrective Action Plan will be monitored by Licensing at the conclusion of an investigation if there are substantiated areas of contravention and as needed to ensure ongoing compliance with the *Community Care and Assisted Living Act*, Residential Care Regulation, and Child Care Licensing Regulation. Licensing may follow up on submitted Corrective Action Plans during Routine Inspections, Routine Follow Up Inspections and/or Complaint Follow Up Inspections.

It is the responsibility of the Licensee to ensure that:

- The Corrective Action Plan is submitted in a timely manner and is followed at all times.
- The Corrective Action Plan ensures that while actions are in process, the health and safety of persons in care is maintained at all times.

If the accepted Corrective Action Plan requires ongoing implementation, for example all new staff will review the policies and procedures developed by the facility upon hire, Licensing will continue to monitor the implementation of the Corrective Action Plan.

If the accepted Corrective Action Plan has a date assigned for completion of a task and the Licensee is unable to achieve the action by the expected date, the Licensee may connect with Licensing and submit revised dates for completion of the Corrective Action Plan or submit an amended Corrective Action Plan for review.

Please contact your Licensing Officer if you require further information.